

Role: Operational Team Leader

These will be tested at Application & Interview stage and/or other recruitment & selection activities that may be undertaken.

Education & Qualifications

Essential	Desirable
Educated to minimum HNC and/or SVQ L4 or equivalent in Leadership related subject or Willing to work towards achieving an SVQ L4 or equivalent in a Leadership related subject	HND or other higher education equivalent.
Evidence of Continuing Professional Development	ECDL or equivalent IT competence award

Experience

Essential	Desirable
Experienced in leadership of a multi-disciplined team	Experience of leadership in an employment support service environment
Ability to deliver contractual performance indicators by establishing personal and team objectives, measures and definitions of success	
Relevant line manager experience across a variety of functions including effective performance, people and resource management.	
Experience of working to an agreed quality framework	
Demonstrable experience of strong and credible leadership in being able to galvanise people across systems and motivate them to deliver common aims and targets	
Experience of managing local budgets	
Experience of using collaborative working internally and externally.	

Knowledge & Skills

Essential	Desirable
Knowledge of Employability	Effective project management skills
Ability to develop teams and foster an intent-based approach	Ability to demonstrate a creative solution focussed approach to problem solving
Excellent organisational skills with the ability to prioritise and delegate effectively	
Work constructively as part of a team, understanding others' company roles and	

PERSON SPECIFICATION



responsibilities and own position within them	
Ability to drive high standards of service and excellent customer care	
Excellent time management skills and the ability to remain calm and focussed under pressure	
Ability to persuade, motivate, negotiate and influence	
Able to meet deadlines	
Ability to handle difficult situations sensitively and effectively	
Effective interpersonal skills and professional demeanour in all contexts	
Ability to analyse a range of Management Information data and produce reports	

Personal Qualities

Essential	Desirable
Strives for continuous improvement	
Encourages and stimulates others to achieve high standards	
Motivated and dedicated with an enthusiastic approach to work	
Ability to self-reflect and use learning to develop.	