

Person Specification



Job Title	Operational Manager
Service area	Advice and Guidance
Responsible to	Head of Operations
Reporting Roles	Operational Co-ordinators
Purpose	To manage services on behalf of ACT

We have a Competency Review Framework that has been designed for use by all staff across the organisation. The Framework consists of 7 key competency areas and we expect that all candidates will be able to demonstrate and evidence experience and/or ability in the following areas:

Commitment to the Organisation and its Values

The ability to demonstrate an understanding of and commitment to our organisational values and develop a team that also reflects these values.

The ability to plan for change, have a positive attitude towards it and identify the opportunities associated with it.

Process

The ability to demonstrate an understanding of the procedures, recording, relevant IT systems and administration required for the role, all completed in line with quality requirements. The ability to develop a team that is able to follow the processes expected of their role.

The ability to show a level of understanding of ICT to maintain records and diaries and to ensure files are kept up to date.

Being able to make changes within own area of work to respond to changes within the organisation e.g. changes or improvements to systems and procedures and to lead your team positively through such changes.

Communication, Advice and Guidance

The ability to communicate clearly using a variety of methods with a diverse range of people including staff, service users and external stakeholders. Able to use persuasion and negotiation to enact positive change. Must be able to demonstrate the ability to effectively challenge and motivate Service Users and personnel.

Providing advice and guidance to a range of stakeholders understanding that the advice may be complex and important, and errors could have serious consequences for the individual and organisation. Must be able to demonstrate the ability to effectively challenge and motivate individuals with complex issues and manage conflict effectively, enforcing organisational standards.

The ability to demonstrate a good understanding of confidentiality processes and instil this in staff and volunteers.

Partnership and Teamwork

The ability to work collaboratively with colleagues internal to ACT and with external partners in order to achieve a joint goal. Involves sharing of information, knowledge and ideas.

Experience of being involved in team working with colleagues across an organisation and of encountering complex issues in motivating individuals.

Ability to demonstrate experience of the development of effective team working relationships in partnerships and multi-agency working.

Service Delivery and Customer Service

The ability to demonstrate delivering a consistently high quality service to offer the relevant support to Customers and put them at the centre of our work, generating feedback and using it to improve the service offered.

Safety Awareness

The ability to assess risk in relation to own safety and the safety of others and to be able to apply measures to reduce risk.

Ability to recognise and communicate safeguarding issues appropriately and instil this focus within the team.

Leadership and Decision Making

The ability to demonstrate logical decision making skills and understand that this has an impact on the organisation and the work and activities of others.

The ability to support, encourage and inspire others to develop and realise their full potential.