



PERSON SPECIFICATION

Head of Facilities & Operations

[E] Essential criteria

[D] Desirable criteria

EXPERIENCE

- ✦ At least two years' experience working in a similar role [E]
- ✦ Significant proven ability in an estates and/or facilities function [D]
- ✦ Proven ability of managing a pre-planned maintenance system [D]
- ✦ Proven ability of managing contractors/suppliers [D]
- ✦ Proven ability of managing and developing the effective implementation of the organisation's Health & Safety management system [E]
- ✦ Experience in developing and implementing policies and procedures [E]
- ✦ Financial management and budgeting experience [E]
- ✦ Experience of leading, supporting and motivating staff in an environment of development and change [E]
- ✦ Proven ability to build relationships: establish and maintain positive working relationships with others, both internally and externally to achieve the strategic aims of the organisation [E]
- ✦ Practice in managing projects on your own from start to finish [E]
- ✦ Evidence of operating building management systems such as heating [D]
- ✦ Knowledge of working with water such as spas/pools [D]
- ✦ Experience of working with children's or family support services [D]
- ✦ Understanding of GDPR and its impact on charities [D]
- ✦ Experience of managing a broad operations function, preferably within the charitable sector [D]
- ✦ Proven track record of procuring donated or discounted goods, materials and services [D]

SKILLS/KNOWLEDGE

- ✦ Health and safety experience [D]
- ✦ Degree level or equivalent [D]
- ✦ Ability to plan and organise a varied and busy workload, including handling conflicting priorities and meeting tight deadlines [E]
- ✦ Exceptional written and verbal communication skills with the ability to write reports, corporate documents and presentations, proposals and correspondence [E]
- ✦ Excellent IT skills, including Microsoft Office suite and social media [E]
- ✦ Organisational, planning, time-management and administrative skills [E]
- ✦ Full driver's license and own car with regular travel within the local geographical region (and occasionally further afield) [E]
- ✦ Knowledge of compliance with Companies House, Charity Commission and other regulatory requirements [D]
- ✦ Postgraduate management qualifications [D]
- ✦ Leadership qualification [D]
- ✦ Experienced in driving a minibus/van [D]

PERSONAL QUALITIES

- ✦ Warm, friendly and approachable character [E]
- ✦ Ambitious, self-motivated and target driven [E]
- ✦ Able to work independently and act on own initiative [E]
- ✦ High degree of integrity, tact and brand [E]
- ✦ Resilient and highly organised with an ability to work to deadlines and multi-task [E]
- ✦ Discreet and confidential [E]
- ✦ Tactful, tolerant, flexible attitude [E]
- ✦ Treat colleagues and beneficiaries with dignity and respect [E]
- ✦ An empathy with the needs of families of children living with medical complexities and those bereaved of a child [E]
- ✦ Ability to work well under pressure and manage competing priorities effectively [E]
- ✦ Able to work outside of normal office hours as required, including evening and weekend work [E]
- ✦ Access to own vehicle and driving license [E]
- ✦ D1 category on driving license [D]
- ✦ True to our values [E]