

Person Specification

Job Title:

Operations Manager

Notes of Guidance for Candidates

For each criteria, you must show in your application form how you meet that criteria in order to be shortlisted for interview. The information you give on your application form will be expanded upon at interview. By the end of the selection process you will need to have demonstrated that you meet all the criteria on this Person Specification to be considered for appointment.

Attributes	Essential Criteria	Desirable Criteria
Personal Attributes, Values & Behaviours	▪ In full agreement/ A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives ▪ Willingness to respect residents in their Christian faith ▪ Commitment to the Christian ethos and values of Pilgrims' Friend Society. ▪ Ability to build trust and credibility quickly. ▪ Resilient and adaptable under pressure. ▪ Confident decision-maker. ▪ Collaborative and supportive leadership style. ▪ Passion for delivering high-quality care and support for older people. ▪ Helpful, positive and respectful to all ▪ Person- and customer-centred attitude ▪ Team-focused working relationship with superiors, colleagues and staff ▪ A mature attitude with assertive leadership (- without aggression) ▪ Able to adopt a consultative management style ▪ Excellent interpersonal skills ▪ Able to organise own work, diary and commitments and take full responsibility for decisions ▪ Able to handle emergencies in a calm and appropriate manner ▪ Supportive of trustee and senior staff decisions and policies (even when contrary to own opinion)	▪ Innovative and motivational approach to work ▪ Willingness to go several extra miles when needed

Attributes	Essential Criteria	Desirable Criteria
Experience	▪ Experience in a multi-site operational management role within social care, health care, housing or a related regulated environment. ▪ Experience of leading and developing managers. ▪ Experience of driving service improvement and organisational change. ▪ Experience of managing performance through KPIs and operational reporting. ▪ Experience of working with budgets and financial performance measures. ▪ Experience of managing regulatory compliance and inspections.	▪ Working with older people as service users ▪ Providing customer-centred services ▪ Experience of merger, integration or transformation programmes.
Skills & Abilities	▪ Exceptional leadership and coaching skills. ▪ Strong communication and relationship management abilities. ▪ Ability to influence and challenge constructively. ▪ Excellent planning, organisational and problem-solving skills. ▪ Ability to analyse performance information and make informed decisions. ▪ Competent in Microsoft Office and operational reporting systems. ▪ Good organisational and administrative skills; ▪ Able to work effectively alone and as part of a team ▪ Written ability for writing to staff, residents, regulators etc. Also report-writing skills ▪ Able to conduct training to various levels of staff	▪ Communication with residents, relatives, advocates and local authorities ▪ A logical approach to problem-solving over a wide range of issues ▪ Ability to tender for and negotiate complex contracts ▪ Numerate to a level to be able to deal with charges and budgets ▪ Ability to take oversight of several budgets and other controls
Knowledge	▪ Strong understanding of adult social care regulation and governance. ▪ Knowledge of safeguarding requirements and risk management. ▪ Understanding of workforce planning, recruitment and staff development. ▪ Good understanding of budget management and operational performance. ▪ Appreciation of the needs of older people ▪ Knowledge of health issues affecting older people ▪ Knowledge of and application of confidentiality and professional boundaries	• Knowledge of Access software products e.g. Care & Clinical, Mobile Point of Care, E-Meds, People Planner, Care Compliance, Workspace • Knowledge of Altura online training • Understanding of faith-based charitable organisations.

Attributes	Essential Criteria	Desirable Criteria
Qualifications & Training	▪ Educated to degree level or equivalent professional experience. ▪ Relevant leadership or management qualification, or willingness to work towards one. ▪ Full UK driving licence and willingness to travel extensively. ▪ Willingness to participate in training and attend relevant staff meetings	• Management qualification in Health and Social Care.
Other Special Requirements	▪ Able to carry out the physical and practical tasks involved in the role. Reasonable adjustments will be considered for any candidate who needs them. ▪ It is a genuine occupational requirement that the post-holder is a Protestant Christian, able to agree with our Doctrinal Basis of Faith Travel related: ▪ Willingness to be flexible in working pattern and location. ▪ Able to travel to designated homes and, when necessary, nationwide. ▪ The above may include travelling further afield and regular nights away from home.	