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| **Person Specification – AGE UK Leeds****Operations Director – Performance and Quality** | **Essential** | **Desirable** | **Assessed by** |
| App. Form | Assessment | Presentation | Interview |
| **Experience** |
| Minimum 3 years relevant line management experience in a health or social care setting, in either the statutory, voluntary and/or independent sectors.Experience of planning, leading and managing change Experience of effective strategy development and implementationConsiderable experience of providing line management, supervision and support to staff and managing HR issuesUnderstanding of quality assurance and experience of implementing and managing QA systemsExperience of representing an organisation at a senior level with key stakeholders Involvement in preparation of bids, tenders and grant applicationsExperience of effective partnership working in a health or social care environment |  |  |  |  |  |  |
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| **Knowledge** |
| Educated to degree level or equivalent Knowledge and interest in the needs and aspirations of older people Knowledge and understanding of the needs of older people in Leeds and the issues which affect themKnowledge of current challenges and policy drivers affecting service delivery with and for older people particularly in relation to health and social careExcellent working knowledge and understanding of person centred approaches An understanding of and the ability to produce robust contractual, performance and financial monitoring & evaluation information Understanding of diversity and equality issues within the context of service delivery and staff / volunteer recruitment and managementAwareness of issues relating to volunteering in the charitable sectorUnderstanding of the principles of safeguarding of vulnerable adults, how to respond to and escalate concerns |  |  |  |  |  |  |
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| **Skills** |
| Excellent interpersonal skills, able to lead and work as part of a team, building positive relationships with staff, colleagues and stakeholders Proven ability to build and manage effective and high performing teamsAbility to manage budgetsAbility to innovateAbility to represent an organisation successfully and to build effective partnershipsRecognises, promotes and values involvement of people receiving services and older people’s participationDemonstrable ability in negotiating and influencingAbility to work to tight deadlines, prioritise conflicting workloads and delegate tasks as appropriate Strong analytical skills  |  |  |  |  |  |  |
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| **Personal qualities** |
| Passion for delivering excellent services and outcomes for older peopleDrive, energy and enthusiasm |  |  |  |  |  |  |
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