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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 implementation  Considerable experience of providing line management, supervision and support to staff and managing HR issues  Understanding of quality assurance and experience of implementing and managing QA systems  Experience of representing an organisation at a senior level with key stakeholders  Involvement in preparation of bids, tenders and grant applications  Experience 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 them  Knowledge of current challenges and policy drivers affecting service delivery with and for older people particularly in relation to health and social care  Excellent 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 management  Awareness of issues relating to volunteering in the charitable sector  Understanding 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 teams  Ability to manage budgets  Ability to innovate  Ability to represent an organisation successfully and to build effective partnerships  Recognises, promotes and values involvement of people receiving services and older people’s participation  Demonstrable ability in negotiating and influencing  Ability 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 people  Drive, energy and enthusiasm | |  |  |  | | |  | | |  |  | |
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