

PERSON SPECIFICATION

POST: SERVICE MANAGER – DAY CLUBS

Please ensure that you show **how** you meet the following requirements when completing your application form.

ESSENTIAL REQUIREMENTS	
Experience	
1.	Proven experience in managing or supervising staff.
2.	Experience of developing community-based services.
Knowledge & Skills	
1.	Knowledge of issues relating to the health and social care sector.
2.	Strong leadership and people management skills, including conducting supervisions and appraisals.
3.	Strong organisational and administrative skills.
4.	Excellent written and verbal communication skills.
5.	Ability to deliver presentations, training, and talks to varied audiences.
6.	Ability to prioritise workload, manage competing demands, and delegate effectively.
7.	Ability to establish and maintain constructive working relationships with colleagues, partners, and stakeholders.
8.	Awareness of GDPR and the importance of maintaining confidentiality.
9.	Understanding of equality, diversity, and inclusion and their application in service delivery.
10.	Strong IT skills, including use of Microsoft Office and databases.
Personal Attributes	
1.	Person-centred approach with a genuine commitment to supporting older people.
2.	Flexible and adaptable in responding to service needs and emergencies.
3.	Calm and professional under pressure.

4.	Positive, proactive, and solution-focused.
5.	Reliable and trustworthy with a strong sense of responsibility.
	General requirements
1.	Commitment to the aims and values of Age UK Leicester Shire & Rutland.
2.	Willingness to undertake further training relevant to the role, including safeguarding, health & safety, and leadership development.
3.	Ability to travel across Leicester, Leicestershire and Rutland to fulfil the requirements of the role.
4.	Willingness to work flexibly.
5.	Ability to work effectively without direct supervision.
	DESIRABLE CRITERIA
1.	A management qualification and/or qualification in health or social care.
2.	Experience of working in health and social care and/or the voluntary sector.