

PERSON SPECIFICATION

Job Title: Head of Operations

Responsible to: Chief Executive

Responsible for: Service Managers, Operational Team and Volunteers

Location: Birmingham

Salary: £32,000 - £35,000 DOE

Hours: 37 per week

The following points should, where possible, be identified in the Application Form.

	Essential	Desirable
Education	Educated to degree standard or equivalent	Qualification in management and/or care qualification such as NVQ
Experience	<p>Substantial experience and a proven track record in a Management Position</p> <p>Experience of both strategic and operational management</p> <p>Experience in Personnel management including the recruitment and selection of staff</p> <p>Experience in financial planning and control and managing budgets</p>	<p>Experience in interagency and partnership working</p> <p>Experience of working with committees</p> <p>Experience of working with statutory agencies</p> <p>Experience in successful contract negotiation</p>
Knowledge	<p>Knowledge of the legal & policy framework in which services must be delivered e.g.:-</p> <ul style="list-style-type: none"> ▪ Employment law ▪ Health & Safety Law ▪ Safeguarding <p>An understanding of the issues and knowledge of the legislation relating to equality & diversity</p> <p>A working knowledge of the rights of older people relating to Health and Social Care</p>	<p>A working knowledge of the issues affecting older people</p> <p>An understanding of the issues relating to volunteering</p> <p>Knowledge of the voluntary sector and the contribution of volunteers</p>

	<p>An understanding of Quality Assurance Systems</p> <p>An empathy with the ethos of the voluntary sector is essential</p>	<p>Knowledge of project planning and management</p>
Skills	<p>A high standard of interpersonal skills</p> <p>Must have proven team leadership and ability to manage and motivate staff</p> <p>Well-developed communication and presentation skills both written and oral</p> <p>The ability to understand and deal with complex documents</p> <p>The ability to analyse and solve complex problems</p> <p>Skilled at prioritising conflicting demands and time management</p> <p>Computer literate with a good understanding of the use of computers and associated software</p> <p>The ability to produce clear and concise reports and documents as required</p>	<p>Good negotiation skills</p>
Personal Attributes	<p>Must have a positive attitude towards older people</p> <p>Must be able to meet the travel requirements of the post</p> <p>A solid commitment to the organisation and its staff & volunteers is expected of this post</p> <p>The ability to motivate, stimulate and encourage a sizeable staff team is essential</p> <p>The commitment to work unsociable hours when necessary</p> <p>A common-sense, diplomatic and practical approach to getting the work done is a necessary attribute</p>	