



PERSON SPECIFICATION
Operations Supervisor

Requirements	Essential	Desirable	How Demonstrated
Education and Experience	▪ Experience working in an operations, facilities, or site management role ▪ Experience supervising or coordinating staff and/or volunteers ▪ Proven experience in managing day-to-day operational tasks (e.g. maintenance, cleaning, procurement, logistics) ▪ Experience liaising with external contractors and service providers	▪ Experience working in a charity, care, or public sector environment ▪ Trade or technical skills (e.g. plumbing, electrics, general maintenance) ▪ Health & Safety Qualification	▪ CV & Cover letter
Knowledge and Understanding	▪ Basic knowledge of Health & Safety legislation and procedures (or willingness to train) ▪ Understanding of stock control, procurement, and budget monitoring	▪ Knowledge of safeguarding and working with vulnerable adults ▪ Formal training in Health & Safety, First Aid, Fire Safety or Facilities Management	▪ CV & Cover letter ▪ Interview
Skills/Abilities	▪ Strong organisational and time management skills ▪ Effective verbal and written communication skills ▪ Ability to work both independently and within a team ▪ Practical problem-solving skills with a proactive attitude ▪ Competence using Microsoft Office and digital communication tools ▪ Ability to follow compliance procedures and maintain accurate records		▪ Interview
Attitude & Approach	▪ Reliable, punctual, and responsible ▪ Approachable and collaborative ▪ Flexible and adaptable to changing needs ▪ Committed to Age UK Plymouth's values and safeguarding responsibilities ▪ Willingness to undertake training and continuous development		▪ Interview

Other Relevant Factors	▪ Ability to travel between sites as required ▪ Willingness to occasionally work flexible hours for events or cover ▪ Enhanced DBS check (required upon appointment)		▪ CV & Cover letter Interview
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