

Person Specification- Assistant Head of Operations

Criteria	Essential	Desirable	Assessed
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Educated to degree level, equivalent professional qualification or relevant experience.</p>	<p>Evidence of continuous professional development.</p> <p>Qualification in management.</p> <p>Health/social care practitioner qualification.</p> <p>Practice educator and or qualified in training delivery.</p>	Application
Knowledge & Experience	<p>At least two years' relevant experience of operational management of a team, systems and/or services.</p> <p>Demonstrable commitment to high professional and quality standards.</p> <p>At least two years' experience of accountability for service provision.</p> <p>At least two years' experience of performance management.</p> <p>At least two years' experience of risk management & service compliance.</p> <p>At least two years' experience of ensuring contract compliance.</p> <p>At least two years' experience of monitoring and data submission.</p> <p>Passion for promoting principles and practice of equality and diversity.</p>	<p>Experience of managing diverse and multi-disciplinary teams.</p> <p>At least two years' knowledge / experience of working in health & social care sector.</p> <p>At least two years' knowledge / experience of working in voluntary & community sector.</p> <p>Experience of managing a range of programmes of work at a middle management or senior management level.</p> <p>Managerial experience of working in the private or statutory sector.</p>	Application/ Interview / Test

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<p>Skills & Abilities</p>	<p>History of leading by example and inspiring others to do the same</p> <p>Self-motivated and project management focus to solving complex issues with competing stakeholders and priorities.</p> <p>Experience in managing budgets either as part of a team or as the operational lead.</p> <p>Ability to analyse financial information and communicate this to teams.</p> <p>Ability to negotiate, influence and solve problems effectively and diplomatically</p> <p>Excellent oral, written and communication skills with ability to draft and present reports to an acceptable standard in a short space of time.</p> <p>IT literate including proficiency across the Microsoft Office platform.</p> <p>Proficient in understanding of CRM systems and reporting frameworks associated with them.</p> <p>Strong attention to detail and highly organised approach to work.</p> <p>Ability to manage concurrent deliverables and work under pressure on a daily basis, managing competing priorities.</p>	<p>Ability to lead, motivate and manage a diverse team.</p> <p>Knowledge of Greater Manchester partner organisations and services across the VCSE and statutory sectors.</p> <p>Knowledge of relevant legislation, policy & guidance relating to Gaddum Centre services.</p> <p>Knowledge of practice issues for relevant professional groups.</p> <p>Knowledge and experience of information management systems.</p>	<p>Application / Interview / Test</p>
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Attitudes & Values	<p>Committed to the values of Gaddum.</p> <p>Non-judgmental attitude.</p> <p>A flexible & positive work ethic.</p> <p>Proactive commitment to constructively challenging colleagues in the best interests of wider organisational professionalism and development.</p>	<p>Understanding of support, advice & guidance.</p>	Application/ Interview / Test
Others	<p>Ability to travel independently throughout the areas where services are being delivered.</p> <p>Prepared to travel regionally or nationally in role for Gaddum Centre.</p> <p>Flexible approach to working hours to meet the needs of the service.</p>	<p>Ability, with advance notice, to working evenings & weekends if required by the organisation.</p>	Application/ Interview