**Person Specification - Operations Manager**

Essential and desirable skills, abilities, experience, knowledge, and special requirements for the post of Home-Start Operations Manager.

This form also indicates how the different requirements may be assessed during the selection process: A = Application Form, I = Interview, E = Exercise

| **Person Specification – Operations Manager** |
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| **ESSENTIAL** | **Method of Assessment** |
|   | **A** | **I** | **E** |
| **Education and qualifications** |   |   |   |
| Good standard of education (A level, NVQ level 4 or equivalent) | ✔ |  |  |
|  |  |  |  |
| **Employment History** |  |  |  |
| Relevant previous or current employment in a leadership or management role | ✔ | ✔ |  |
|   |  |  |  |
| **Managing the scheme** |  |  |  |
| Experience of working in, or closely with, the voluntary sector | ✔ | ✔ |  |
| Experience of networking and collaborative working | ✔ | ✔ |  |
| Experience of strategic management, planning and prioritising | ✔ | ✔ |  |
| Ability to generate income from a variety of sources | ✔ | ✔ |  |
| Ability to process and collate information              | ✔ | ✔ |  |
| Ability to prepare reports and statistical information | ✔ | ✔ |  |
|  |  |  |  |
| **Supporting families**                              |  |  |  |
| Understanding of the needs of families with young children             | ✔ | ✔ |  |
| Knowledge of safeguarding issues | ✔ | ✔ |  |
| Knowledge of current legislation and policies relating to children and families | ✔ | ✔ |  |
|   |  |  |  |
| **Managing Others**  |  |  |  |
| Experience of leading a team, including recruitment (staff or volunteers) | ✔ | ✔ |  |
| Supervisory and staff development skills | ✔ | ✔ |  |
| Skills in team development and motivation | ✔ | ✔ |  |

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| **Working in partnership and in the wider context** |  |  |  |
| Knowledge of the roles of agencies providing services for children and families | ✔ | ✔ |  |
| Promotional skills | ✔ | ✔ |  |
| Presentation skills | ✔ | ✔ | ✔ |
| Strong IT skills, including use of social media | ✔ |  |  |
|  |
| **Self-management/personal attributes** |
| Interpersonal skills | ✔ | ✔ |  |
| A positive and creative approach to tackling tasks | ✔ |  | ✔ |
| Commitment to good safeguarding practice  | ✔ | ✔ |  |
| Knowledge of and commitment to equal opportunities and anti-discriminatory practice | ✔ |  |  |
| Understanding of the need for professional confidentiality | ✔ |  |  |
| Good written and verbal communication skills | ✔ | ✔ | ✔ |
| Negotiating skills | ✔ |  |  |
|   |  |  |  |
| **Special requirements**  |  |  |  |
| Able to work flexibly, some evening or week-end work  |  | ✔ |  |
| Willingness to access training opportunities |  | ✔ |  |
| Car driver | ✔ |  |  |
| Eligibility to work in the UK | ✔ |  |  |
|  |  |  |  |
| **DESIRABLE** |  |  |  |
| Relevant professional training, for example, Health Visitor, Teacher, Social worker, Child carer, Family support worker | ✔ |  |  |
| Experience of developing and managing budgets and financial systems  | ✔ | ✔ |  |
| Experience of work in the voluntary sector or as a volunteer | ✔ | ✔ |  |
| Experience of working with families | ✔ | ✔ |  |
| Parenting experience | ✔ |  |  |