

Person Specification



Please note that it is essential that in your application you give evidence or examples in each of the criteria listed under Part One of the Person Specification. At interview, these responses will be further developed and discussed along with the elements in Part Two of the Person Specification.

Post: Service Manager - Facilities Operations

Ref:

Part One

Experience

1. Track record of leadership of a major service area that has delivered successful outcomes through collaboration, engagement and enablement of staff, service users and other stakeholders.
2. Evidence of playing a role in transforming the delivery of a service through leadership, collaboration across services, working with partners and innovative change.
3. Experience of establishing and maintaining an outcomes focused team which develops staff potential and addresses underperformance and inefficiency.
4. Experience of leading the delivery of customer focussed or operational services including facility management and/or catering services.

Skills, knowledge and aptitude

5. Demonstrates co-operative values and ways of working as well as experienced in challenging and persuading others to understand the benefits of this way of working.
6. Developed technical, professional and legislative knowledge and understanding of national policies, statutory requirements, relevant frameworks and accountabilities in a specified service.
7. Able to work effectively in a political environment with a high degree of political awareness and sensitivity, providing clear professional advice and rationale.
8. Established networks of influence which can be harnessed to support the work of the Council.

9. Highly successful track record of developing innovative approaches to improving the delivery of customer focussed or operational services.

Part Two – to be explored further at interview

Skills, knowledge and aptitude

10. Evidence of an open and collaborative management style which values the contribution of others and motivates and enables them to achieve their potential and make a difference.
11. Able to analyse financial information and complex issues within a political environment utilising an evidence-based approach to understand the issues and work cooperatively to help service users meet their needs.
12. Able to be creative and innovative in delivering outcomes with a clear understanding of the values at the heart of how services and outcomes are delivered.
13. Excellent written and oral communication, presentation and critical influencing skills that can engage and facilitate collaborative working with a diverse range of audiences.
14. Personal and professional credibility with all stakeholders including service users and staff, partners, providers and elected members that inspire confidence in the Council.
15. Business acumen, and financial and risk management skills and a track record of transformation of services to deliver improved value for money and more efficient ways of delivering outcomes.
16. Strong commitment to providing customer-focussed services and well developed commercial enterprise skills.

Disposition

17. Displays a personal commitment and leadership approach to delivering the council's values of:
 - Proud
 - Fair
 - Ambitious

Special Requirements

18. Able to work whatever hours are reasonable and necessary.