



Person Specification

Job Title

Care Operations Manager

Qualifications



Essential

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| 1. Level 5 NVQ in Business Administration or equivalent or be willing to work towards this qualification. | A/I |
| 2. Level 5 NVQ in Leadership & Management or equivalent or be willing to work towards this qualification. | A/I |
| 3. Level 2 in English and Level 1 Maths or be willing to work towards this qualification | A/I |

Key skills

Essential

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| 4. Understanding and application of policy, planning, and strategy | A/I |
| 5. Experience of effective scheduling and rota management to ensure service levels are met. | A/I |
| 6. Proficiency in Microsoft Office applications i.e. outlook, word, excel. | A/I |
| 7. Good standard of verbal and written communication | A/I |
| 8. Ability to prioritise and manage own time to meet required deadlines in a challenging and pressured environment | A/I |
| 9. Ability to work collaboratively with a multi-disciplinary team | A/I |
| 10. Be self-motivated, work under own initiative and be focused in identifying and implementing solutions. | A/I |

Desirable

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| 11. Proficiency using scheduling software | A/I |
| 12. Experience recruiting, inducting and developing individuals and teams. | A/I |

Experience

Essential

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| 13. Experience of line management and developing staff through coaching and mentoring | A/I |
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Desirable

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| 14. Experience of working with people with challenging and complex needs and disabilities. Including autism and challenging behaviour | A/I |
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Knowledge

Essential

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| 15. Understanding the need for Confidentiality and Data Protection Regulations | A/I |
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Desirable

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| 16. Knowledge of safeguarding children and adults' procedures | A/I |
| 17. Understanding of complex care needs for young people to adults | A/I |
| 18. Good understanding of the CQC regulatory responsibilities | A/I |
| 19. Knowledge of the Mental Capacity Act, Care Act 2014, DoLs, Health & Social Care Act 2008, Health & Safety at Work Act. | A/I |

Other personal requirements

Essential

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| 20. Flexibility to work the hours and days to meet the varying needs of the service. | A/I |
| 21. A respectful and inclusive attitude when working with all stakeholder groups. | A/I |

Desirable

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| 22. Access to a vehicle | A |
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How we intend to assess your match with our person specification

A Application Form

C Assessment Centre

I Interview