**PERSON SPECIFICATION** 

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| POST | Operations Manager |
| **DIRECTORATE** | People |
| **DEPARTMENT** | Health and Recreation |
| **LOCATION** | TBC |

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| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| Qualifications  and training | * Third level qualification (or equivalent) in a relevant discipline.   Applicants who do not possess a relevant third level qualification must demonstrate five years’ relevant experience. | * Current membership of a relevant professional body. | Application |
| Experience | * + Two years’ experience of leading, managing and operating a business unit to include each of the following: * Identifying and resolving service delivery issues and implementing improvements to services; * Persuading/influencing and implementing change; * Understanding of HR policies and processes and experience of implementing them; * Identifying and successfully achieving increased income and/or efficiencies; * Developing cohesive teams through strong leadership, coaching/mentoring style and performance management. | * Operation of leisure facilities. | Application/  Interview |
| Key skills, knowledge  and attributes | * Ability to use commercial skills * Ability to identify and implement change * Excellent oral, written and presentational skills * Excellent planning and organizational skills; * Visible leadership skills, with the ability to motivate others to achieve business objectives; * Flexible approach to work demands; * Understanding of health and safety; requirements. |  | Application/  Interview |
| Driving |  |  |  |
| Working Arrangements/  Flexibility | 37 hours per week. The post holder will be required to work outside normal hours including Bank Holidays, evenings and weekends and will be required to respond to out-of-hours enquiries to facilitate the needs of the Service. |  | Application/  Self-assessment |