**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 |