

Person Specification Operations Manager

Qualifications, Specific Experience & Training	Essential	Desirable	Measure
Hold or currently studying for a Bachelor's degree and/or demonstrable equivalent experience in a relevant discipline, showing assessment, analysis and resolution of complex conceptual and practical issues.	✓		Application Form
Demonstrable CPD as recognised by professional body.	✓		Interview
Significant experience in a senior strategic service improvement and/or performance management role in the public sector.	✓		Interview
Significant management and professional experience (ideally in a health or social care setting).	✓		Interview
Evidence of ability to make significant and successful contribution in a large and complex organisation.	✓		Interview
Demonstrable experience of managing significant change in a complex, multi-professional, unionised environment.	✓		Interview
Experience in dealing with regulators, commissioners and non-health organisations, e.g. local authorities.		✓	Application Form Interview
Experience of dealing with non NHS public bodies, e.g. social services.	✓		Application Form Interview
Knowledge and Skills	Essential	Desirable	Measure
Knowledge of OD, system change, change management models, research, interventions, tools and techniques.	✓		Interview
Significant demonstrable experience and knowledge of financial management, data and performance management to enable development of business cases and options appraisals to deliver service redesign within the public sector.	✓		Interview
Evidence of Service Transformation activities and behaviour change spanning professional boundaries.	✓		Interview
Evidence of advanced analytical and problem solving skills, specifically including measurement of improvement.	✓		Interview
Experience in stakeholder engagement especially public and patient engagement.	✓		Interview
Evidence of actively participating in programmes of service improvement and efficiency.	✓		Interview
Experience of managing large, complex programmes in challenging political environments.	✓		Interview
Experience of building personal and professional credibility with Board, management and clinical teams and staff.	✓		Interview
Understanding and experience of application of evidence based improvement methodologies from inside and outside the health		✓	Interview

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service and public sector.			
Understanding of the broader strategic and policy context for delivery of health services in Shropshire.		✓	Interview
Physical & Mental requirements	Essential	Desirable	Measure
Excellent communication and ability to work effectively and co-operatively.	✓		Interview
Excellent leadership, influencing skills and demonstrate professional credibility.	✓		Interview
Capacity to think strategically and take a whole systems approach.	✓		Interview
Ability to analyse and solve complex problems, including option appraisals.	✓		Interview
Change management and organisational development skills and techniques.	✓		Interview
Inspirational leader who demonstrates the ability to lead and manage change.	✓		Interview
Committed to the continuous development of staff and self.	✓		Interview
Commitment to developing culture of openness and partnership.	✓		Interview
Commitment to improving quality of patient care.	✓		Interview
Evidence of self-awareness.	✓		Interview
Creative thinker.	✓		Interview
Evidence of integrity, objectivity and fairness.	✓		Interview
Able to learn from experience and adapt to changes and new challenges.	✓		Interview