

<b>Person specification – Operations Manager</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of education with excellent literacy and numeracy skills	✓	
Educated to A-level/equivalent or higher with relevant experience	✓	
Leadership and/or management qualification		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of working in a healthcare setting		✓
Experience of managing multidisciplinary teams		✓
Experience of performance management, including appraisal writing, staff development and disciplinary procedures		✓
Experience of successfully developing and implementing projects		✓
NHS/ Primary Care general practice experience		✓
Relevant health and safety experience		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Ability to recognise opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills		✓
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS/SystemOne/Vision user skills		✓
Effective time management (planning and organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving and analytical skills		✓
Ability to implement and embed policy and procedure	✓	

Ability to motivate and train staff	✓	
<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a 'solution' focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside core office hours		✓
Disclosure Barring Service (DBS) check	✓	
Maintain confidentiality at all times	✓	
Full UK driving licence		✓