**PERSONNEL SPECIFICATION**

**Post Title:** Operations Manager (Families)

|  |  |  |  |
| --- | --- | --- | --- |
| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| **EXPERIENCE** | Knowledge and experience of managing a teamExperience of delivering on a range of contracts; meeting complex KPI’s, and adhering to monitoring and evaluation requirementsExperience of delivering high quality support to a range of staff delivering on different projectsExperience of completing supervisions and appraisalsExperience of managing staff performance, including sicknessExperience of supporting staff to deliver a high quality service, including the dissemination of best practiceExperience of using EHM/LCS as a case management systemExperience of working in diverse communities in an inclusive, equitable wayMinimum 4 years’ experience of working with families with complex needsMust have a proven track record of partnership working and have the skills and ability to build and maintain positive relationships with partners and stakeholdersExperience of service change, including movement to new performance expectationsExperience of dealing with complex safeguarding issuesExperience of dealing with daily staff delivery, including; lone working protocols, safeguarding, case discussion etc | Knowledge and experience of managing a team delivering Early HelpDelivering training to a staff teamExperience of completing management oversight/functions on EHM/LCSExperience of issues affecting children and young people and families Experience of chairing professionals’ meetingsExperience of working with LADOExperience of working within a VCS and public service setting  | Application form & Selection process and certificates |
| **QUALIFICATIONS** | An appropriate health and social care qualification or, equivalent to at least level 4Designated Safeguarding Lead Qualification | At least 2 years' experience of supporting a team within a safeguarding capacityLeadership and Management Qualification | Application form & Selection processCertificates |
| **TRAINING** | DSL safeguarding trainingCommitment to attend appropriate training | Evidence of recent self-development within last 12 months.Safer recruitment qualification Data protection, GDPR and data handling qualificationFurther or higher education in working with children, young people and families, this may include training in; SEND, Health, Substance Misuse, Teaching, Youth work or Children’s Social Care. | Selection process and certificates |
| **SPECIAL KNOWLEDGE** | Understanding of the complex needs of families and the local challenges they experienceKnowledge of Bradford Metropolitan District and our diverse communitiesKnowledge of the roles and responsibilities of statutory and voluntary services and experiences of liaising with them Knowledge of the impact of trauma on children, young people and families |  | Application form & Selection process |
| **CIRCUMSTANCES PERSONAL** | Must be able to work from JAMES sites (limited home working) Must be legally entitled to work in the UK.No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance Enhanced DBS required Access to vehicle on daily basis – must be licensed and appropriately insured (e.g. business use) except if a disability prevents this. |  | Selection process.Sight of appropriate documentation as specified in interview letter. |
| **DISPOSITION-ADJUSTMENT/****ATTITUDE** | A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individualsUndertakes Structured Problem-Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationshipsAble to work on own initiativeFlexibility and ability to respond positively to difficult situations, as and when they ariseWillingness to work outside of normal office hoursAble to lead by example and motivate a teamBe flexible and adapt to changing circumstancesAbility to work under pressure and meet changing deadlines and KPI’sWork independently and as part of a teamWilling to undertake training and to develop skillsAbility to inspire colleagues, partners and service usersAbility to support staff to deliver projects and set outcomes associated Able to develop positive relationships with professionals and service users Ability to prioritise workload |  | Selection process |
| **PRACTICAL + INTELLECTUAL SKILLS** | Strong communication skills both written and verbal as demonstrated by an ability to form positive partnerships with other professionals, colleagues, partners and young peopleAbility to use I.T systems including EHM and keep accurate reports and records.Excellent planning and organisational skills.Ability to contribute to the development of the JAMESExcellent time management skills.Ability to understand, adapt and build on the strengths of the JAMES staff team.Able to plan, organise and evaluate staff and their workAbility to compile reports and monitor progress of staff against KPI’sAbility to support staff to create packages of support for service usersAbility to help staff prioritise support needs | Ability to pass on relevant knowledge/training to othersAbility to support staff to unpick barriers and achieve partner agency participation | Application form & Selection process |

|  |  |  |  |
| --- | --- | --- | --- |
| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| **PHYSICAL/****SENSORY** | Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995. | Selection process |
| **EQUALITY**  | Candidates should indicate an acceptance of and commitment to the principles underlying the JAMES Equal Rights policies and practices. |  | Interview |

‡ **Use of References**

References will only be read by the recruitment panel following interviews, after the preliminary selection decision has been made.

**SPECIAL CONDITIONS**

|  |  |
| --- | --- |
| Management requires that the following checks be carried out as part of the recruitment process. | Level of Disclosure: Enhanced DBS  |