**PERSONNEL SPECIFICATION**

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

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| **EXPERIENCE** | Knowledge and experience of managing a team  Experience of delivering on a range of contracts; meeting complex KPI’s, and adhering to monitoring and evaluation requirements  Experience of delivering high quality support to a range of staff delivering on different projects  Experience of completing supervisions and appraisals  Experience of managing staff performance, including sickness  Experience of supporting staff to deliver a high quality service, including the dissemination of best practice  Experience of using EHM/LCS as a case management system  Experience of working in diverse communities in an inclusive, equitable way  Minimum 4 years’ experience of working with families with complex needs  Must have a proven track record of partnership working and have the skills and ability to build and maintain positive relationships with partners and stakeholders  Experience of service change, including movement to new performance expectations  Experience of dealing with complex safeguarding issues  Experience of dealing with daily staff delivery, including; lone working protocols, safeguarding, case discussion etc | Knowledge and experience of managing a team delivering Early Help  Delivering training to a staff team  Experience of completing management oversight/functions on EHM/LCS  Experience of issues affecting children and young people and families  Experience of chairing professionals’ meetings  Experience of working with LADO  Experience 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 4  Designated Safeguarding Lead Qualification | At least 2 years' experience of supporting a team within a safeguarding capacity  Leadership and Management Qualification | Application form & Selection process  Certificates |
| **TRAINING** | DSL safeguarding training  Commitment to attend appropriate training | Evidence of recent self-development within last 12 months.  Safer recruitment qualification  Data protection, GDPR and data handling qualification  Further 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 experience  Knowledge of Bradford Metropolitan District and our diverse communities  Knowledge 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 individuals  Undertakes 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 relationships  Able to work on own initiative  Flexibility and ability to respond positively to difficult situations, as and when they arise  Willingness to work outside of normal office hours  Able to lead by example and motivate a team  Be flexible and adapt to changing circumstances  Ability to work under pressure and meet changing deadlines and KPI’s  Work independently and as part of a team  Willing to undertake training and to develop skills  Ability to inspire colleagues, partners and service users  Ability 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 people  Ability 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 JAMES  Excellent 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 work  Ability to compile reports and monitor progress of staff against KPI’s  Ability to support staff to create packages of support for service users  Ability to help staff prioritise support needs | Ability to pass on relevant knowledge/training to others  Ability to support staff to unpick barriers and achieve partner agency participation | Application form & Selection process |

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| **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**

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