**Onside Independent Advocacy**

**Person Specification**

**Services Manager (Loneliness)**

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| **Area** | **Definition** |
| Technical  Professional | * Significant experience in a relevant operational management position |
| Knowledge | * Comprehensive knowledge of voluntary sector service delivery * Comprehensive knowledge of Health and/or Social Care * Understanding the key issues affecting the lives of people facing disadvantage * Relevant legislation including Employment law, Health and Safety, Data Protection Equal Opportunities |
| Qualifications | A professional qualification in Health and/or Social Care  An experienced manager with excellent leadership qualities  The ability to represent Onside within the wider community and relevant stakeholders  Significant demonstrable experience in a service management and delivery role, with a proven ability to identify and understand service user needs in delivering services  Relevant Management qualification would be desirable  Leadership / management techniques |
| Leadership | Displays enthusiasm and belief and encourage staff to view changes positively  Demonstrable experience within a leadership role, specifically in being able to take an approach which inspires and motivates staff to achieve at the highest level  Displays a strong sense of personal integrity and creates a culture which values diversity in the workplace.  The ability to support and facilitate service development to ensure Onside achieves its strategic vision |
| Managing people | Significant demonstrable experience in managing and supervising staff  A style that allows staff to flourish and develop as individuals whilst ensuring overall fairness and consistency  Previous experience of developing and nurturing a team to work effectively together and achieve high quality service delivery  Delegates authority and responsibility to staff and gives them freedom to operate within boundaries whilst ensuring operational needs are met.  Fosters an environment of continuous improvement development and learning and help staff to develop to their full potential. |
| Communication | Convey information clearly to a wide range of recipients internally and externally, through selecting and using appropriately a wide range of communication processes such as presentations, reports, meetings and briefings  Strong influencing and negotiating skills  Confident to engage and liaise with a wide range of people and organisations  Strong communicator able to structure and present written information in a structured, coherent and engaging way. |
| Conceptual thinking | * Ability to focus on the bigger picture whilst understanding the interaction of the component parts * Ability to stand back from a situation, look at it objectively and view it from others' perspectives. * Ability to understand the strategic objectives to enable effective cascading in to operational service delivery objectives * Ability to make sound judgements following an analysis of the information available and reasonable assumptions. * Solution focussed, creative, lateral thinking individual |
| Working with others | Demonstrable experience of developing, nurturing and managing key relationships  Build and maintain good working relationships internally and externally and work effectively in a variety of team settings  Demonstrates respect for others by acknowledging their ideas and contributions and giving credit for them  Shows interest and concern for others and offers help and support freely.  Ability to handle emotion effectively and constructively and demonstrate appropriate levels of tact and diplomacy.  Aware of own impact on others and is sensitive to their feelings.  Ability to anticipate where conflict might exist and take pre-emptive action where possible.  Works effectively with all parties involved in a conflict situation in order to achieve a mutually satisfactory outcome |
| Achieving goals | Ability to plan work to ensure goals can be achieved, taking into account the resources required and ensures adequate systems are in place to meet organisational and service priorities  Ability to put in place appropriate systems to monitor progress and quality of service delivery and take action when required.  Ability to evaluate work and identify opportunities for improvement  Able to prioritise and demonstrate flexibility and excellent time management skills  Demonstrable experience of managing a service contract  Proven ability to manage service budgets |
| Personal Resources | Demonstrates an ability to cope with the ambiguity and uncertainty resulting from an ever-changing environment whilst maintaining composure and overall effectiveness.  Ability to use different influencing styles appropriately  Considers the likely response of others and plans for this in advance.  Resilient, and positive with the ability to see the potential in people/situations |