

## Person Specification

### PCP Operations Manager

Identification  
Code

| <b>Education &amp; Training</b>  | <b>Essential</b> | <b>Desirable</b> | <b>I = Interview<br/>A = Application</b> |
|--|------------------|------------------|--|
| NVQ Level 4 or equivalent qualification in a relevant discipline   | ●                |                  | A  |
| Degree level qualification in relevant subject or equivalent level qualification   |                  | ●                | A  |
| <b>Experience</b>  |                  |                  |  |
| Proven experience in supporting organisational development, ensuring service areas are managed efficiently and a range of resource needs are met | ●                |                  | A&I                                      |
| At least 5 years' management experience  | ●                |                  | A&I                                      |
| Experience of working within a charity or similar environment  |                  | ●                | A&I                                      |
| <b>Skills/Competencies</b>   |                  |                  |  |
| First class interpersonal skills, with the ability to build and leverage networks (internal & external)  |                  | ●                | I  |
| Working knowledge of IT/Business infrastructure and MS Office 365  | ●                |                  | I  |
| Action orientated approach to achieving targets and compliance   | ●                |                  | A&I                                      |
| Sound analytical skills with the ability to interpret a range of material or multiple information sources to aid decision making                 | ●                |                  | A&I                                      |
| Excellent verbal and written communication and presentation skills   | ●                |                  | A&I                                      |
| Skilled in writing clear, factual and detailed evaluation reports for both internal and external audiences                                       | ●                |                  | A&I                                      |
| Sound business acumen with the ability to identify and develop new opportunities   |                  | ●                | I  |
| Well-developed people management skills, with demonstrable ability to successfully motivate and manage project teams                             | ●                |                  | A&I                                      |
| Experience of managing risks and reporting   |                  | ●                | A  |
| <b>Knowledge</b>   |                  |                  |  |
| A clear understanding and appreciation PCP's mission, aim and core values  | ●                |                  | A  |
| Thorough understanding of a range of operational areas: Health & Safety, Marketing, Change Management, Governance, ICT etc.                      | ●                |                  | A&I                                      |
| <b>Personal Qualities</b>  |                  |                  |  |
| Personal resilience, the ability to work well under pressure   | ●                |                  | A  |
| Ability to lead and galvanise teams and individuals  | ●                |                  | A&I                                      |
| Flexible and positive attitude to work   | ●                |                  | A&I                                      |