

**SERVICE MANAGER**  
**Hambleton and Richmondshire**  
**PERSON SPECIFICATION**



CRITERIA		Essential	Desirable	Application Interview Task
<b>QUALIFICATION</b>	Relevant degree or recognised qualifications in social work, health, advice work or other relevant profession. (eg NVQ Level 4/5)	Y		A
	Minimum 3 years relevant line management experience		Y	A I
<b>EXPERIENCE</b>	Considerable experience of providing line management, supervisions and support to staff and an understanding of personnel issues.	Y		A I
	Experience of managing and support change and able to demonstrate the process used to develop service change and improvement	Y		A I T
	Significant experience and understanding the issues affecting carers/ people with disabilities/other disadvantaged groups	Y		A I
	Experience in project management (eg: setting objectives, financial and activity, monitoring, evaluating and reporting)	Y		A I
	An understanding of and the ability to produce robust contractual, performance and monitoring documents for funders	Y		A I
	Experience of partnership work and constructive liaison with relevant voluntary/statutory organisations and professional groups	Y		A I
	Evidence of success in promoting equality and diversity, evaluating service quality and understanding of legislation relating to Carers and other vulnerable groups		Y	A I
	Experience of developing and delivering training programmes		Y	A I
	Ability to work to tight timescales, priorities conflicting workloads and delegates tasks as appropriate	Y		A I

	Knowledge and experience of Safeguarding reporting and supporting staff with safeguarding issues	y		A I
<b>SKILLS AND KNOWLEDGE</b>	Excellent verbal and written communication skills and able to present information appropriately in an engaging manner to different audiences.	Y		A I T
	Problem solving skills to provide integrated solutions to complex organisational problems	Y		A I
	Demonstrable knowledge and understanding of services and legislation of relevance to carers and people with disabilities		Y	A I
	Supervision and appraisals skills and able to support staff through different issues – wellbeing both physical and emotional.	Y		A I
	Excellent interpersonal skills, able to lead and work as part of a team, building positive relationships with staff, colleagues, stakeholders and understanding of issues in working with volunteers.	Y		A I
	Demonstrable understanding of the benefits system and particularly of the benefits relevant to carers and people with disabilities		Y	A I
	Confident to design and deliver training		Y	A I
	A good knowledge of IT and social media platforms	Y		A I
<b>PERSONAL ATTRIBUTES</b>	Ability and willingness to work flexible hours (occasional evenings / weekends)	Y		A
	Ability to work as a member of a team	Y		A I
	Self-motivated, enthusiastic, good sense of humour and empathy, with the ability to work on own initiative and part of the team	Y		A I
	Ability to work to tight timescales and under pressure	Y		A I
	Willingness to travel across a diverse urban/rural area, visiting clients in their own homes and at other venues	Y		A

**APPLICATION FORMS WILL BE USED IN SUPPORTING EVIDENCE AGAINST THE ABOVE CRITERIA**