

Recruitment person specification

Operations Manager – Neighbourhood Environment Services

Council core competencies

These apply to all posts

Being customer / client focused

Working effectively with others

Managing change

Taking ownership and responsibility

Communicating effectively

Planning and decision making

These apply to posts with responsibility for managing people or resources

Leading others

Managing performance and developing others

Political sensitivity

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	• Managerial experience, leading and managing needs of a multi-disciplinary team of officers • Demonstrates expertise leading and/or providing significant contribution to strategic design, development and implementation of organisational initiatives and systems development. • Evidences understanding of unique needs of stakeholders in the design and implementation of both technology and improvement initiatives, adopting a customer-centric approach. • Employs a research, evidence led and data driven approach to service improvement. Reflects on strategic design principles, business models and methodologies whilst encouraging use of contemporary and innovative solutions • Demonstrates experience of project managing a range of multi-disciplined teams and diverse range of stakeholders working across various project initiatives • Employs a partnership approach to working with colleagues at divisional, service area and wider organisational levels • Analytical, commercially astute and financially numerate, with the ability to interpret complex data and information and utilise the most appropriate communication channels for intended audiences • Politically aware, and adopts a diplomatic and sensitive approach where required, with knowledge of delivering departmental and organisational objectives within a regulatory, governance, policy and committee centric framework.	

Knowledge, skills and understanding	• Demonstrate knowledge, experience and understanding of performance management and improvement within frontline operational services • Knowledge and application of relevant approaches, processes and methodologies for service improvement • Experience of providing performance management, process improvement or change management expertise to enable delivery of change initiatives • A working knowledge of challenges within the public sector • Ability to develop and apply knowledge of other disciplines across the division and work across the division • Ability to provide critical challenge both to others and to the team's own projects to ensure appropriate outcomes • A broad appreciation of the legislative framework for environmental services and upcoming legislative change	• Excellent negotiation and influencing skills to achieve suitable outcomes
Qualifications and training	• Qualified to a degree level (SCQF9) in a relevant discipline or equivalent evidence of experience • Evidence of continuous professional development	• Qualification in Programme/Project Management • A qualified Lean Six Sigma Green Belt or equivalent qualification, or able to demonstrate relevant experience in business process reengineering and performance improvement projects/initiatives
Job specific requirements		