

Job Title	Senior Operations Manager		Directorate	Finance and Transformation	
JE Ref. No.	PCG1005	Band	Band J	Service	Revenues and Benefits
Completed By	Ian Dunn		Date of Issue	March 2017	

The Personnel Specification outlines the main attributes needed to adequately perform the post specified. In drawing together the specification, a critical examination of the job description has been undertaken to pinpoint those elements of the post deemed as essential.

The Personnel Specification is intended to give prospective candidates a better understanding of the position's requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates and in determining an applicant's suitability for employment, whilst giving due consideration to the need to make reasonable adjustments in line with the requirements of the Equality Act 2010.

	Essential	N/A	How identified
1. Qualifications			
<p>What does the job require in the way of: -</p> <p>Level of formal qualifications required to carry out the job. Describe these by level of attainment and by subject matter where appropriate, e.g. Degree, HNC, Professional Qualifications, GCSE's, CIPFA etc. Consider carefully whether these are absolutely necessary.</p>	<p>Professional qualification – IRRV or equivalent (i.e. 5 years) Revenues & Benefits Management experience.</p>	<input type="checkbox"/>	<p>Formal possession of an appropriate qualification to be verified at interview or from records.</p>
2. Experience			
<p>What does the job require in the way of: -</p> <p>Specific related job experience and in what type of working environment. What kind of life experience could supplement or replace this? Which is more important to the success of the job?</p>	<p>At least 5 years management experience in Revenues or Benefits.</p> <p>Implementing and monitoring new initiatives and ways of working to achieve agreed objectives.</p> <p>Implementing organisational change.</p> <p>Planning and implementing initiatives on time and in partnership while under pressure.</p> <p>Successfully implementing performance management, quality assurance and continuous improvement processes.</p> <p>Management of finance, personnel and other resources.</p> <p>Management/monitoring of external contracts.</p>	<input type="checkbox"/>	<p>Past employment activity record. Performance in related selection methods, e.g. presentation, group discussion.</p>

3. Training			
<p>What does the job require in the way of: -</p> <p>Specific and/or specialist training in order to do the job, e.g. training in recruitment and selection, supervisory, management, inter-personal skills. Apprenticeship in a recognised trade. Practical training in the use of specific equipment, word processing etc.</p>		<input type="checkbox"/>	<p>Past training history from application form and records.</p> <p>Selection process by demonstration of ability to display knowledge and skills at the interview.</p>
4. Special Knowledge			
<p>What special knowledge is required in order to perform the job properly, e.g. a knowledge of employment legislation, accounting, financial planning regulations, languages, computer systems, local area etc?</p>	<p>Sound, up to date knowledge of the issues, legislation and financial regime relating to Revenues and Benefits.</p> <p>Knowledge of best practice in Revenues and Benefits.</p> <p>Knowledge of Revenues and Benefits systems</p>	<input type="checkbox"/>	<p>Qualifications held and demonstration of knowledge at interview.</p>
5. Circumstances (personal)			
<p>What kind of personal circumstances are required to do the job properly? The ability to work shifts, weekends etc. The willingness and ability to travel and stay away from home. Willingness to live-in if the job requires. Ability to drive, car ownership.</p>	<p>Some weekend and out of hours work may be required during year-end periods and when attendance at cabinet/council meetings is required.</p>	<input type="checkbox"/>	<p>Ensuring candidates are aware of these requirements from the job description. Interview questions and application details.</p>
6. Values & Behaviours			
<p>Consider how you would want the successful applicant to demonstrate the council's values and behaviours. Which are particularly important for the role and how might these be evidenced?</p> <p>One Team – United and working together with the shared purpose of achieving great results.</p> <p>Customer Focussed – We care about providing the best possible public service.</p> <p>Inclusive – Treating each other with respect and knowing our diversity is our strength.</p> <p>Ambitious- Striving for excellence, always looking to get better and making sure everyone can take pride in our borough.</p> <p>Accountable- Delivering what we say we will.</p>	<p>Ability to work well with others at all levels within the organisation.</p> <p>A confident, outgoing, enthusiastic and tenacious approach to work.</p> <p>Encourages ideas, demonstrates courage and sensitivity while challenging others in a balanced way to ensure that different opinions have a valued consideration.</p> <p>Ability to motivate and influence others at all levels through positive relationships.</p> <p>Able to prioritise and plan work effectively, paying close attention to detail and working to high standards</p> <p>Self-motivated and able to work openly and efficiently with others in leadership roles and as part of a team, sharing information and collaborating to achieve common goals.</p> <p>An effective communicator, displaying high levels of personal integrity and ethical behaviour. Questions and listens effectively</p>	<input type="checkbox"/>	<p>Performance in related selection process, e.g. exercises, group discussion, problem-solving, questions etc.</p>

	To have negotiation skills appropriate to the role		
7. Practical and Intellectual Skills			
What practical and intellectual skills are required for performing the job effectively? Does the person need to be a practically orientated person; should they be able to make decisions, should they be able to understand information derived from complex reports? What degree of manual dexterity is needed? Does the applicant need to be mechanically minded?	<p>Able to lead and manage a large team of staff through complex and continuous change</p> <p>Able to delegate and make best use of the skills, resources and abilities of others</p> <p>Highly developed communication skills</p> <p>Project management skills</p> <p>Political awareness and sensitivity</p> <p>Ability to understand IT issues and harness IT effectively as a business tool</p>	<input type="checkbox"/>	Performance in related selection process.
8. Legal Requirements			
Are there any limitations or requirements imposed by statute that candidates must comply with, e.g. special qualifications, minimum age range etc.? Are there any "Genuine Occupational Qualifications" as defined in legislation which apply to this post?		<input type="checkbox"/>	Application form and interview questioning and references.

THE REMAINING SECTIONS ARE TO BE COMPLETED BY MANAGERS AND ARE FOR THE APPLICANT'S INFORMATION ONLY.

9. Background Checks

Please ✓ required check(s) referring to Section 9 of [Guidance on completing individual sections of the Personnel Specification](#)

The post is subject to the following Background Check(s) which will be undertaken, where applicable, following a conditional offer of appointment.	a) Enhanced DBS with Children's and Adults Barring List Check	<input type="checkbox"/>	Only one or none of these checks (a – f) may be applicable.
	b) Enhanced DBS with Adults Barring List Check	<input type="checkbox"/>	
	c) Enhanced DBS with Children's Barring List Check	<input type="checkbox"/>	
	d) Enhanced DBS Check	<input type="checkbox"/>	
	e) Standard DBS Check	<input type="checkbox"/>	
	f) Basic Disclosure Check	<input checked="" type="checkbox"/>	
	Police Vetting Check	<input type="checkbox"/>	This check may also be required in addition to one from (a-f) above
	No Check Required	<input type="checkbox"/>	

10. Politically Restricted Post

Is this post a "politically restricted post"?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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Applicants can gain further information on Politically Restricted posts in the "Information for job applicants' booklet".

11. Main Physical Activities/ Requirements of the Post.

Please ✓ if activity requires to be undertaken.

The Council will make reasonable adjustments that are necessary for the successful candidate to undertake any of these activities

Lifting / manual handling / client handling	<input type="checkbox"/>	Prolonged standing or sitting	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	Prolonged working with vibrating tools / machinery	<input type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	Bending / Squatting / Kneeling	<input type="checkbox"/>
Working outdoors	<input type="checkbox"/>	Manual cleaning /domestic duties	<input type="checkbox"/>
Agricultural / gardening work	<input type="checkbox"/>	Food Handling	<input type="checkbox"/>
Work requiring respirators or masks	<input type="checkbox"/>	Rotating shift work or night work	<input type="checkbox"/>
Work requiring hearing protection	<input type="checkbox"/>	Driving Duties HGV / LGV/ Minibus / Passenger carrying	<input type="checkbox"/>
Work with skin irritants / allergens / respiratory irritants/fine particles	<input type="checkbox"/>	Any other driving duties	<input type="checkbox"/>
Significant use of computers	<input checked="" type="checkbox"/>	Using restraint	<input type="checkbox"/>
Working with children or vulnerable adults	<input type="checkbox"/>	High mental stress content	<input type="checkbox"/>
Permanent night work	<input type="checkbox"/>	Physical / sport / leisure duties	<input type="checkbox"/>
Lone working	<input type="checkbox"/>	Regular walking on uneven ground	<input type="checkbox"/>
Working with challenging behaviours	<input type="checkbox"/>		

Other main physical activities not listed above			
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12. Safety Critical Posts

A pre-employment/placement medical assessment with Occupational Health is required for any employee who is undertaking a safety critical post.

A safety critical post is one that is likely to be exposed to:-

- Noise (e.g. gardeners using mowers and highways road workers)
- Vibration
 - Hand/arm vibration (e.g. gardeners using blowers and/or strimmers, road workers, arborists, cleaners using buffers and countryside workers)
 - Whole body vibration (e.g. tractor drivers)
- Hazardous substances (i.e. solvents, fumes, dusts, biological agents and other substances hazardous to health) (e.g. School Design and Technology Technicians)

Also, the following posts: Fleet Drivers (where it is an essential requirement of the job to hold a valid driving licence in order to carry out the duties of the role), Trading Standards Officers, Vehicle Mechanics, School Crossing Patrol Operatives, employees working with asbestos and employees with responsibility for the health and well being of children and adults during the night require a pre-employment/placement medical.

Other Night workers (e.g. care workers and concierge staff) will be given the option to receive pre-employment/placement screening if they are offered the position

Having reviewed the criteria outlined in Section 12 is this post a "Safety Critical" post?

Yes

No

13. Language Requirements

Is this post covered by part 7 of the Immigration Act (2016), and therefore, the ability to speak fluent and spoken English is an essential requirement for this role? For example:

- The employee will work in a customer-facing role.
- The employee is required to speak to members of the public in English and this forms a regular and intrinsic part of the role.
- The employee requires a command of spoken English, to enable the effective performance of the role.

Yes

No

14. Keeping Children Safe in Education

Is this post based in either a School or a residential education centre, or is the post holder required to have a DBS (regulated activity) check to enter a School to carry out their duties?

Yes

No