



Choice Advocacy



Personnel Specification

Post Title: **Operational Manager**

Attributes	Essential	Desirable	How Identified
Experience	<ul style="list-style-type: none"> • Experience of working with people with learning disabilities • Minimum of 3 years supervisory or management experience, including staff development and managing teams. • Experience of user involvement practice. • Experience of developing service provision including policies and procedures. • Experience of providing advocacy as an IMCA. 	<ul style="list-style-type: none"> • Experience of working with and supporting volunteers. • Experience of delivering training. • Experience of working in the voluntary sector. • Experience of working with South Asian Communities. • Experience of managing a number of projects at any one time. • Experience of liaising and networking with voluntary/statutory organisations and community groups. 	<p>Application Form</p> <p>Reference</p> <p>Interview</p>
Training/ Special Knowledge	<ul style="list-style-type: none"> • An understanding of issues affecting people with learning disabilities • Knowledge of the range of services available. • Knowledge of current learning disability issues and government legislation • Knowledge of relevant employment legislation • A detailed knowledge of advocacy • An understanding of effective user involvement • Knowledge of management and personnel procedures • A commitment to undertake any necessary management training in order to ensure continuous professional development. • A working knowledge of confidentiality and equal 	<ul style="list-style-type: none"> • Evidence of previous management training or other training related to the post. • IMHA and DoLs training • Completed IMCA portfolio 	<p>Certificates</p> <p>Application Form</p> <p>References</p> <p>Interview</p>

	<p>opportunities issues.</p> <ul style="list-style-type: none"> • Undergone IMCA training 		
Qualifications	<ul style="list-style-type: none"> • Management qualification or working towards. 	<ul style="list-style-type: none"> • NEBS Supervision and Management Certificate • Community Work/Social Work Qualification • Education to degree level • LDAF induction units. 	Original Certificates at interview
Skills and Abilities	<ul style="list-style-type: none"> • Excellent organisational skills and planning ability • Excellent communication, negotiation and interpersonal skills. • Ability to plan work and organise under pressure. • To communicate in English effectively orally and in writing. Report writing skills. Practical I.T. Skills including Word, Access and Powerpoint. • Advocacy Skills • Ability to identify training needs of self and others • Leadership, problem solving and organisational skills • Listening and mediation skills • Ability to make decisions and be proactive • Time management skills • An ability to develop visionary and creative strategies for the organisation 	<ul style="list-style-type: none"> • Group Facilitation Skills 	<p>Application Form</p> <p>Interview</p> <p>Reference</p>
Attitude/Disposition	<ul style="list-style-type: none"> • Willing to work as part of a team. Able to work on own initiative • Ability to initiate and sustain sensitive and positive relationships with a variety of people • An empathy and willingness to understand the needs of people with learning disabilities. • Non-judgemental, trustworthy, honest, reliable, enthusiastic, adaptable/flexible approach • Approachable to and accepting of all cultures, religions, languages, customs and lifestyles. • Demonstrate a commitment to supervision, appraisals and continuous professional development. • Able to cope in complex and stressful situations 		<p>Application Form</p> <p>Interview</p> <p>Reference</p>

Personal
Circumstances

- Must be eligible to work in the UK

- Full current Driving License
- Own Transport

Reference
Interview