2021 VAC 212 **Person Specification**

**Job title: Service Improvement and Growth Manager**

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| **Criteria Type** | **Essential Criteria Only** | **Method of Assessment** |
| **Qualifications** | 1. Minimum qualification HNC/D (or equivalent) or above | Application form  Certificates |
| **Professional Registration / Membership** | 1. Relevant professional membership or proven Continuous Professional Development | Application form  Certificates |
| **Experience** | 1. Proven management track record in a service improvement and growth environment 2. Proven track record of service improvement, growth and Performance Management service 3. Proven track record in managing change 4. Skilled in the delivery of customer care 5. Experience in delivering commercially based innovations and service proposals | Application form  Presentation |
| **Skills, Knowledge, Ability (including ability to develop knowledge, skill or experience)** | 1. Effective Management skills 2. Policy 3. Negotiation 4. Budgetary 5. Commercial / Risk Management 6. Customer Care 7. Managing change 8. Service improvement / Innovation 9. Performance Management 10. Communication skills | Application form  References  Work based test Presentation  Psychometric test |
| **Work Related Circumstances/Values of the Council** | 1. Commitment to Equal Opportunities 2. Compliance with health and safety rules, regulations, and legislation 3. Ability to meet the travel requirements of the role 4. Customer Care | Application Form  Interview |