

Assistant Operations Manager

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Experience of organising and supervising front line services to achieve service targets and objectives
2. Evidence of supporting management in people management issues such as sickness absence, discipline or grievance
3. Evidence of taking the initiative to solve service delivery problems to achieve positive outcomes
4. Evidence of assisting in developing services to improve efficiency and performance
5. Ability to resolve customer and member service requests and complaints
6. Evidence of successful conflict management
7. Knowledge and implementation of Health and Safety legislation and procedures
8. Evidence of planning and programming resources to deliver the service

Desirable

1. Experience of using a PC to input and extract data, familiar with Windows and Microsoft Office software
2. Working knowledge of Localised Services operations
3. NEBOSH General Certificate in OHSAS

Additional Requirements

- Able to work flexibly to meet the needs of the service

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?