

<b>Operations manager - person specification</b>		
	<b>Necessary</b>	<b>Desirable</b>
<b>Academic/ Vocational Qualifications</b>	<ul style="list-style-type: none"> <li>GCSEs in Maths and English at C or above, or equivalent</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Worked within General Practice</li> <li>Customer service and dealing with the public/patients</li> <li>Leadership and people management</li> <li>Staff induction</li> <li>Health and safety legislation</li> <li>Managing premises maintenance</li> <li>Autonomous working</li> <li>Knowledge of data protection</li> <li>Experience of using NHS reporting systems</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the CQC criteria for assessment</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Skilled in Microsoft Office and Powerpoint</li> <li>Ability to apply a solutions focused approach</li> <li>Excellent communication skills both verbal and written</li> <li>Time management and ability to delegate</li> <li>Staff appraisals</li> <li>Performance management</li> <li>Health and safety awareness</li> </ul>	<ul style="list-style-type: none"> <li>Skilled in using SystemOne including extracting reports</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>Good sense of humour, personable</li> <li>Self-motivating and self-confident – able to work with minimal direction</li> <li>Adaptable and innovative</li> <li>Enthusiasm, with energy and drive</li> <li>Gains respect by example and leadership</li> <li>Trustworthy, honest, reliable, caring and sympathetic</li> <li>Hard working, reliable and resourceful</li> <li>Willing to work flexible hours as necessary</li> <li>Considered, steady approach</li> <li>Diplomacy</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Non-smoking environment</li> </ul>	<ul style="list-style-type: none"> <li>The ability to travel to meetings</li> </ul>