



Person Specification			
Post title	Operations Manager- Together We Care, (TWC).	Grade	P- £51,356- £52,413 per annum

This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of operational management in a social care and health setting	CV/SS, I
S2	Experience of managing performance systems in operational services, including setting/meeting targets and forming improvement plans where required	CV/SS, I
S3	Experience of supporting the development of operational service plans. The role holder will then drive the effective delivery of the plans	CV/SS, I
S4	Experience of managing and embedding change in operational teams	CV/SS, I
S5	The ability to work as part of a team in a flexible and responsive manner with experience of multi and Inter-agency working	CV/SS, I
S6	Experience of effective budget management in operational services	CV/SS, I
S7	Experience of operational management within CQC registered services, ensuring CQC health and safety requirements are met, and services are legally compliant in their function and delivery	CV/SS, I
S8	Ability to present information clearly in writing and verbally including reports as directed and required	CV/SS, I
S9	Ability to work to deadlines, prioritising work and managing competing demands	CV/SS, I
S10	Ability to provide guidance, support and direction to staff including performance review and supervision	CV/SS, I

January 2026





S11	Possess an understanding, determination and commitment to the pursuit of equal opportunities and anti-discriminatory practice for service users/carers and within the organisation	CV/SS, I
S12	Ensure that systems to manage health and safety in operational settings, are effective and support the delivery of safe services, that services manage all risk and maintain suitable documentation.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	For customer facing roles only - the ability to speak and write in fluent English	I
C2	Develop effective professional networks with Knowsley Council and external partners.	CV/SS, I
Qualifications		
Q1	Registered Managers Award (RMA) and significant operational experience	CV/SS, C
Q2	Demonstrate a personal commitment to continuous learning and development; willingness to work towards Diploma Level 5 - Leadership and Management in Adult Social Care or equivalent within an agreed timeframe	CV/SS

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

January 2026

