



Person Specification			
Post title	Operational Delivery Manager - Changing Futures	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	Extensive experience in a service management role within complex public service environments (e.g. health, social care, housing, criminal justice)	CV/SS, I
S2	Proven experience of mobilising and delivering services or programmes, including managing pathways and processes	CV/SS, I
S3	Demonstrable experience of managing multi-disciplinary or multi-agency teams, including staff from different organisations or professional backgrounds	CV/SS, I
S4	Experience of working with individuals experiencing multiple disadvantage (e.g. homelessness, substance misuse, mental ill health, offending) and understanding of the complexity of needs and systems involved	CV/SS, I
S5	Strong understanding of safeguarding, risk management and information sharing within multi-agency environments	CV/SS, I
S6	Proven ability to embed person-centred, trauma-informed and strengths-based approaches into service delivery	CV/SS, I
S7	Experience of identifying and addressing barriers to effective service delivery, including improving access, coordination and pathways across services	CV/SS, I
S8	Experience of leading or embedding a culture of continuous learning and improvement, including	CV/SS, I

January 2026





	reflective practice, use of feedback and service development	
S9	Experience of performance management and quality assurance, including using data and insight to drive improvement and deliver outcomes	CV/SS, I
S10	Good track record of building effective partnerships and influencing stakeholders across organisational boundaries where there is no direct authority	CV/SS, I
S11	Excellent communication, leadership and interpersonal skills, including the ability to motivate teams and influence senior stakeholders	CV/SS, I
S12	Ability to manage competing priorities, operate with autonomy and make decisions in complex, fast-paced and evolving environments	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Strong alignment with Changing Futures principles, including a commitment to person-centred, trauma-informed and inclusive approaches	CV/SS, I
P3	Demonstrates high levels of resilience, adaptability and emotional intelligence when working in complex and challenging environments	CV/SS, I
P4	Ability to build trust, credibility and collaborative relationships across diverse teams and partner organisations	CV/SS, I
P5	Strong decision-making and professional judgement, including in high-risk cases	CV/SS, I
P6	Able to drive and have access to a vehicle for work purposes.	CV/SS, I
Communication		
C1	Strong influencing and negotiation skills, including the ability to challenge constructively and drive change	CV/SS, I
C2	Ability to communicate complex operational, strategic and practice issues clearly and effectively to a wide range of audiences	CV/SS, I
Qualifications		
Q1	Degree level qualification in a relevant field (e.g. public health, social care, criminology, management) or equivalent experience	CV/SS

January 2026





Q2	Holds a full current UK driving licence and has access to a car for business travel	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

