



Person Specification			
Post title	Senior Operations Manager	Grade	Q

* * * 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	Substantial experience of social care and health including the support and care planning required to meet needs, and for the delivery of safe and effective services	CV/SS, I
S2	Experience in a leadership/management role in a social care/health setting including thorough knowledge and understanding of the regulatory requirements and implementation for the Care Quality Commission (CQC)	CV/SS, I
S3	Experience in delivering care services and management of this with an understanding of the competing demands including rota scheduling	CV/SS, I
S4	Experience of managing and delivering programmes/projects including transformation and change	CV/SS, I
S5	Experience of writing reports and presenting information to others clearly, utilising relevant information and data	CV/SS, I
S6	Experience of multi and inter agency working and working across systems	CV/SS, I
S7	Ability to implement operational plans through a system of evolved management and continuous review	CV/SS, I
S8	Ability to manage performance and drive improvement where this is required	CV/SS, I
S9	Ability to manage budgets and utilise systems of financial management	CV/SS, I
S10	Ability to manage time, plan and prioritise work when there are competing demands	CV/SS, I

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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
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Qualifications		
Q1	Professional Qualification in Social Care including a Management Qualification or willingness to work toward this	CV/SS, C

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.

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