



Person Specification			
Post title	Senior Operations Manager - Neighbourhoods	Grade	Q / £53,460 - £54,495 per annum

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	Relevant experience of working as an operational manager within a large organisation.	CV/SS, I
S2	Relevant experience of managing frontline operational services ensuring that resources are allocated / deployed in accordance with agreed budgets so as to maximise their efficiency and effectiveness.	CV/SS, I
S3	Ability to manage within operational budgets.	CV/SS, I
S4	A good understanding of performance management principles and an ability to analyse performance/productivity data and identify ways to improve performance, quality of service and efficiency.	I
S5	Detailed knowledge of current policy and legislation relating to Streetscene Services including Defra's Code of Practice on Litter and Refuse, Environmental Protection Act 1990, and the Clean Neighbourhoods and Environment Act 2005, Environment Bill 2020. Detailed knowledge of current policy and legislation relating to Waste Management as set out in the Environmental Protection Act 1990.	I
S6	Experience of delivering change and transformation projects, including assessment and implementation of new working methods that will deliver improved service standards, operational efficiencies and reduced costs.	CV/SS, I
S7	Good degree of political awareness and sensitivity.	CV/SS, I
S8	Ability to manage and motivate staff.	CV/SS, I
S9	Ability to build rapport and maintain the engagement and commitment of others and to negotiate with a range of stakeholders to secure their support in implementing new and often challenging solutions.	CV/SS
S10	Good knowledge and experience in the use of all Microsoft Office software including; Word, Outlook,	CV/SS

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	Excel, Access and PowerPoint.	
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	Effective oral and written communication skills including the ability to deliver presentations in a range of formats to various audiences.	I
Qualifications		
Q1	Relevant structure management development and/or practical experience of working at a senior management level within a similar discipline.	CV/SS, C
Q2	Evidence of ongoing continuous professional development and a commitment to improving personal skills and knowledge.	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.

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Knowsley Council

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