

OPERATIONAL MANAGER: PERSON SPECIFICATION	Essential / Desirable
Experience	
Management, leadership and motivation of colleagues	E
Service development and delivery, particularly within the voluntary sector	E
Business administration / office management	E
Building and maintaining relationships, including formal partnerships, with statutory, voluntary, education and business agencies	E
Work in mental-health services, or with other communities of vulnerable people	E
Person-centred support work with groups and / or individuals	D
Financial monitoring, e.g. budget-setting and reporting	D
Marketing and communications	D
Developing & delivering training/workshops	D
Training, supporting and supervising volunteers	D
Developing/delivery of support services for younger people	D
Personal experience of mental distress / ill-health	D
Skills	
Excellent verbal and written communication skills	E
Excellent organisational skills	E
Confident, practical application of common ICT packages e.g. Microsoft Office / email / internet / social media	E
Strong interpersonal and person-management skills and ability to work in a multi-disciplinary team across different locations	E
Excellent presentation and promotion skills	E
Ability to work on own initiative and manage and prioritise your own workload	E
Flexible approach to respond to people's needs, including work colleagues, volunteers and service beneficiaries	E
Ability to help people identify support needs and explore available options	E
Ability to collect, analyse and present information and to produce reports for monitoring and evaluation	E
Ability to manage stress, work under pressure and use appropriate self-care strategies, recognising that there are pressures inherent to working in the voluntary sector	E

OPERATIONAL MANAGER: PERSON SPECIFICATION	Essential / Desirable
Knowledge	
Understanding of the range of and prevalence of mental distress and of factors which can affect emotional health and wellbeing, including discrimination and stigma	E
Understanding of co-production, peer support and mental health recovery	E
Thorough understanding of safeguarding for children and adults at risk of abuse	E
Knowledge of statutory and community support providers available locally, regionally and nationally	E
Good understanding of Calderdale's communities	D
Knowledge of issues affecting younger people	D
Knowledge of national and regional developments in health and social care, especially around mental health	D
Values & Attitudes	
Commitment to a user-led service and valuing the involvement and participation of people who have experienced mental distress	E
Commitment to Healthy Minds' aims and values	E
Commitment to continuous personal development, learning and reflective practice; sharing knowledge with colleagues	E
A positive and creative mindset to identify and develop solutions to overcome problems	E
Commitment to equality and anti-discriminatory practice	E
Commitment, ability and desire to work in harmony with colleagues, seeking positive outcomes & solutions and taking responsibility for both your own actions and those of your team	E
Personal Circumstances	
Willing and able to work flexible hours, including occasional evening & weekends by prior negotiation	E
Ability to travel	E