

Person Specification

Job Title:	Service Manager	Division/Department:	Surgery/Trauma & Orthopaedics	Band:	6
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Criteria	Essential	Desirable	Stage Measured at: A = Application I = Interview T = Test
Commitment to Trust Values and Behaviours	<ul style="list-style-type: none"> Must be able to demonstrate behaviours consistent with the Trust's behavioural standards 		A, I
Training & Qualifications	<ul style="list-style-type: none"> Undergraduate degree or equivalent experience Evidence of commitment to ongoing learning and personal development 	<ul style="list-style-type: none"> Project management qualification Leadership & management qualification 	A, I

Experience	<ul style="list-style-type: none"> • Experience at a management level which could include project management, business planning, change management, multidisciplinary working, financial management, human resource management, performance management, team management • Evidence of having achieved challenging targets 	<ul style="list-style-type: none"> • Experience in Healthcare • Experience in a large acute Trust and the associated performance targets • Experience of using healthcare IT programmes • Previous service management experience 	A,I
Communication and Relationship skills	<ul style="list-style-type: none"> • Effective communications skills, written and oral • Evidence of ability to lead successful teams • Ability to influence and motivate staff to deliver challenging targets • Ability to present complex data • Negotiating skills • Ability to manage conflict • Able to build strong durable working relationships • Evidence of a proactive approach to relationship building through face-to- face engagement • Evidence of strong working relationships within multi-disciplinary teams 	<ul style="list-style-type: none"> • Political awareness 	A,I
Analytical and Judgement skills	<ul style="list-style-type: none"> • Evidence of being business focused • Excellent problem solving skills using team when appropriate • Innovative thinker with the ability to cut through barriers to change • Able to demonstrate good prioritisation skills • Able to demonstrate a pro-active approach to work/problem solving 	<ul style="list-style-type: none"> • Experience of contributing to business cases 	A,I

Planning and organisation skills	<ul style="list-style-type: none"> • Effective organisation and planning skills • Evidence of prioritising • Evidence of developing skills to manage own workload and that of own teams when required 		A,I
Physical skills	<ul style="list-style-type: none"> • Well-developed IT skills to manage and report on complex performance management information systems 		A,I
Other requirements specific to the role (e.g. be able to work shifts/on call)	<ul style="list-style-type: none"> • Ability to work flexibly across Queen's Medical Centre, City Campus and Treatment Centre as required 		I