

Person Specification

Job Title:	Deputy Service Manager	Division/Department:	Colorectal / Surgery	Band:	5
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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
Training & Qualifications	<ul style="list-style-type: none"> Undergraduate degree or equivalent experience Evidence of commitment to ongoing learning and personal development 		A
Experience	<ul style="list-style-type: none"> Experience at a management level which could include project management, change management, multidisciplinary working, human resource management, performance management Evidence of having achieved challenging targets Relevant practical experience in an administrative role 	<ul style="list-style-type: none"> Experience in Healthcare Experience of using healthcare IT systems 	A

Communication and Relationship skills	<ul style="list-style-type: none"> • Effective communications skills • Ability to influence and motivate staff to deliver challenging targets • Ability to present data and write reports • Negotiating skills • Ability to supervise a team • 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 • Proven record of planning, organisation and administration skills 		A
Analytical and Judgement skills	<ul style="list-style-type: none"> • Excellent problem solving skills using team when appropriate • Evidence of being business focused • Sensitive to clinical and political demands • 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 • Skilled in analysing business performance information, interpreting performance data and then proposing solutions / outcomes to enable the department to reach the business targets. • A comparison of a range of options e.g. designing working procedures and working processes around new technology and national directives to enable the department to meet performance targets in the most cost effective way • Understand limits of own responsibilities 		A

Planning and organisation skills	<ul style="list-style-type: none"> • Effective organisation and planning skills • Evidence of developing skills to manage own workload and that of own teams when required • Ability to work under pressure and to tight deadlines using own initiative and sound judgement. • Ability to demonstrate innovative and forward thinking approach. 		A
Physical skills	<ul style="list-style-type: none"> • Well -developed IT skills to manage and report on complex performance management information systems 		A
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 two campuses 		A