

## Pathway Operational Manager Personal Specification

|                   |   |
|-------------------|---|
| <b>Job title:</b> | Pathway Operational Manager                                     |
| <b>Location:</b>  | Here, 4 <sup>th</sup> Floor, 177 Preston Road, Brighton BN1 6AG |

You will be assessed according to the extent in which you meet these qualities/skills and how well matched you are to our core beliefs and commitments.

Please note the methods of assessment which are:

A = application

I = interview

C = Certificate

T = Test



Some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by the DDA is unable to meet certain parts of the specification because of their disability. Candidates who this applies to should outline details on their application form. This information will be assessed on an individual basis throughout the selection process.

| Requirement  | (E)ssential / (D)esirable | Method of assessment (see note to applicants) | On the job training provided? |
|--|---------------------------|---|-------------------------------|
| <i>Criteria 1: Qualifications</i>  |                           |   |                               |
| Degree level or a minimum of 3 years in a project or service delivery role | E                         | A   |                               |
| <i>Criteria 2: Experience</i>  |                           |   |                               |
| Proven track record in develop strong relationships                        | E                         | A, I  |                               |
| The ability to use existing information systems effectively                | E                         | A, I  |                               |
| Excellent planning and organisational skills                               | E                         | A, I  |                               |
| NHS/public sector experience and knowledge                                 | D                         | A, I  |                               |

| Requirement   | (E)ssential / (D)esirable | Method of assessment (see note to applicants) | On the job training provided? |
|---|---------------------------|---|-------------------------------|
| Experience of clinical service delivery in a healthcare setting   | D                         | A, I  |                               |
| Of supporting staff in dealing with upset or difficult people by telephone  | E                         | A, I  |                               |
| Intermediate level Microsoft Word, Excel  | E                         | A, I  |                               |
| <b>Criteria 3: Personal Qualities</b>   |                           |   |                               |
| Highly developed organisational skills  | E                         | A, I  |                               |
| Ability to influence, negotiate and persuade  | E                         | A, I  |                               |
| Good team worker combined with ability to lead projects and to work on own initiative. Self-motivated and able to work with minimum supervision         | E                         | A, I  |                               |
| High degree of accuracy and attention to detail. Able to write clear, concise, grammatically accurate reports and project documentation                 | E                         | A, I  |                               |
| Ability to work to deadlines within a time constrained environment. Ability to work under pressure with competing demands                               | E                         | A, I  |                               |
| Ability to supervise staff, organise workload and to delegate appropriately   | E                         | A, I  |                               |
| Able to summarise referral numbers into accurate performance reports  | E                         | A, I  |                               |
| <b>Criteria 4: Skills</b>   |                           |   |                               |
| Ability to maintain good working relationships both internally and externally   | E                         | A, I  |                               |
| Ability to analyse referral trends and effectively manage demand  | E                         | A, I  |                               |
| Maintain and develop organisation culture and ethos   | E                         | A, I  |                               |
| Excellent interpersonal skills  | E                         | A, I  |                               |
| Able to communicate effectively face to face and on the telephone with a range of people in a range of situations including senior staff and clinicians | E                         | A, I  |                               |
| Ability to manage complex task, and project manage delivery of particularly objectives  | D                         | A, I  |                               |
| Ability to handle difficult issues with sensitivity, tact and diplomacy   | E                         | A, I  |                               |
| <b>Criteria 5: Other Requirements</b>   |                           |   |                               |
| Ability to travel between healthcare sites as required to job role  | E                         | A, I  |                               |

| Requirement  | (E)ssential / (D)esirable | Method of assessment (see note to applicants) | On the job training provided? |
|--|---------------------------|---|-------------------------------|
| Commitment to equalities in employment and the promotion of diversity in the work place. | E                         | A, I  |                               |
| Resilient with a flexible, adaptable and a can do attitude                               | E                         | A, I  |                               |