

Person Specification / Interview Score Sheet

Job Title: General Manager

Accountable to: Group Director of Operations

Criteria	Essential Criteria	Desirable Criteria	Mgmt Score	Essential HI*	Desirable HI*
Qualifications	<ul style="list-style-type: none"> Evidence of post-qualification study/professional development to master's level (post grad certificate/MBA/MSc) or equivalent senior management experience. First degree or has appropriate level of senior managerial experience. Evidence of regular and up to date CPD. Senior Leadership Training. Management Qualification. 				
Experience	<ul style="list-style-type: none"> Broad operational management experience within an Acute NHS Trust environment. Experience of managing and delivering services to deadline and within resources. Demonstrable experience of demand and capacity modelling. Demonstrable success in the delivery of KPIs within an acute NHS environment. Experience of planning and developing strategy within complex organisation context. Experience of successful delivery cost improvement and transformation programmes. Experience of successfully managing budgets – familiar with budget setting, monitoring and actively managing variation. 	<ul style="list-style-type: none"> Involvement in NHS service development and reconfiguration. Leading on capacity planning. Working in a clinically led organisation. 			

Technical Skills Competencies	<ul style="list-style-type: none"> • Ability to work effectively in partnership with clinical leaders. • Ability to collaborate contractively with internal and external partners to create the conditions for successful partnership working. • Ability to use MS Office to create reports with ability to interrogate and analyse a variety of data. • Advanced Typing skills. • Leadership and facilitation of change. • High level leadership, influencing and persuasion skills. • Ability to work with complexity and ambiguity. • Excellent presentation skills including verbal reasoning skills. • Strong planning and project management abilities. • Can demonstrate the abilities necessary to be an effective team member. • Excellent analytical skills (situations and information). 				
Knowledge	<ul style="list-style-type: none"> • Demonstrable understanding of the NHS operating context, including health care funding and the financial framework and of Government Policy. • Expert knowledge of NHS reporting regimes including compliance with performance targets and effective pathway management. • A good understanding of the changing NHS environment. • Understanding general business and financial concepts, understanding the organisation's business. • Knowledge of Health & Safety at Work Act 1974. • Knowledge of vulnerable adult and child protection issues. • Significant experience of clinical governance structures and processes. 				

Other requirements specific to the role	<ul style="list-style-type: none"> • Ability to lead and motivate a large team of staff including senior clinicians. • Flexible approach to work and working hours – happy to directly support front line service delivery, as required, in line with personal competences. • Awareness and respect for colleagues patients and relatives cultural, religious and emotional needs and beliefs. • Good previous attendance record. • Professional appearance and behaviour. • Ability to travel within the locality and wider afield for business purposes. • Satisfactory enhanced Criminal Records Bureau Disclosure with check against vulnerable groups barred lists. • To take part in the General Management Out of Hours On-Call Rota. 				
Personal Attributes	<ul style="list-style-type: none"> • Brings a learning mind set (a belief that people can learn, grow and improve, and therefore setbacks are opportunities to learn). • Speaks up (having the conviction and sense of purpose to speak up when it might be easier to refrain). • Brings compassion and humility (empathising with others and seeing one's role as being to support others and ensure they feel heard and valued). • Takes people with them (shaping the arguments and rationales that will appeal to the audience, given their concerns, agendas and needs). • Drives for better outcomes (identifying opportunities and taking action to improve). • Finds new solutions (bringing new insights and thinking to the table). 	<ul style="list-style-type: none"> • Creates a safe environment where people can feel comfortable not knowing all the answers. • Decides not to do what has been asked, because it is better in the long term for patients/service users and other outcomes. • Puts others' needs and perspectives at the heart of decision making. • Navigates organisational politics and culture, key stakeholders and personalities, to build support and engagement. • Takes risks, by taking action and implementing solutions that haven't been tried and test. • Acts from a system's mind set. • Fundamentally re-thinks how to deliver services. 			
Language requirement	Be able to speak English as necessary to undertake the role	Total Score			

Scoring Key:	
1	Does not meet criteria
2	Below requirement (serious shortcomings)
3	Acceptable level of competence (some shortcomings in performance)
4	Acceptable level of competence (quality evidence provided)
5	Exceptional standard

*HI – How Identified	
A	Application form
I	Interview
T	Test
P	Presentation