

Job title:	Deputy Service Manager
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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?
Criteria 1: Qualifications			
Degree level or a minimum of 3 years in a project or service delivery role	E	A	
Criteria 2: Experience			
Proven track record in develop strong relationships	E	I	
The ability to use existing information systems effectively	E	I	
Excellent planning and organisational skills	E	I	
NHS/public sector experience and knowledge	E	I	
Experience of clinical service delivery in a healthcare setting	E	I	
Of supporting managers to deal with difficult	E	I	

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
situations			
Intermediate level Microsoft Word, Excel	E	I	
Criteria 3: Personal Qualities			
Highly developed organisational skills	E	I	
Ability to influence, negotiate and persuade	E	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	I	
High degree of accuracy and attention to detail. Able to write clear, concise, grammatically accurate reports and project documentation	E	I	
Ability to work to a high standard whilst under pressure	E	I	
Ability to work to deadlines within a time constrained environment and with competing demands	E	I	
Ability to supervise staff, organise workload and to delegate appropriately	E	I	
Able to use reporting systems and summarise data into accurate performance reports	E	I	
Be committed to continuing professional development of direct reports	E	I	
Criteria 4: Skills			
Ability to maintain good working relationships both internally and externally	E	I	
Ability to analyse referral trends and effectively manage demand	E	I	
Maintain and develop organisation culture and ethos	E	I	
Excellent interpersonal skills	E	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	I	
Ability to manage complex task, and project manage delivery of particularly objectives	D	I	
Ability to handle difficult issues with sensitivity, tact and diplomacy	E	I	
Criteria 5: Other Requirements			
Ability to travel between healthcare sites as required to job role	E	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	I	
Resilient with a positive, adaptable and constructive attitude	E	I	