



Person Specification			
Post title	Customer Services Operations Manager	Grade	P

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Senior-level management experience overseeing statutory functions, with experience of planning, developing, and delivering high-quality, customer-focused services that comply with all legal and regulatory requirements	CV/SS, I
S2	Experience in managing and developing a customer-facing team within a Local Authority or Central Government environment	CV/SS, I
S3	Experience of project management within a statutory framework.	CV/SS, I
S4	Experience of interpreting and implementing complex legislation.	CV/SS, I
S5	Experience of working within local government, at regional and/or national level to inform and influence policy decisions.	CV/SS, I
S6	Knowledge of complaint and disclosure policies and procedures	CV/SS, I
S7	Organisational skills, including experience of managing a diverse workload, working in challenging situations, involving changing problems, circumstances and demand, meeting multiple deadlines	CV/SS, I
S8	Experience of developing and implementing technological solutions	CV/SS, I
S9	Achievement of improving service delivery and the customer experience	CV/SS, I
S10	Effective engagement and building productive working relationships and partnerships with colleagues, Government agencies, service users, senior managers and elected members	CV/SS, I
S11	Ability to effectively monitor and manage a service budget	CV/SS, I
S12	Experience of business planning, and the development of continuity plans.	CV/SS, I
S13	Experience of performance management, developing frameworks and monitoring systems, to inform operational service delivery.	CV/SS, I

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S14	Ability to prepare and present information clearly and accurately with experience of writing formal reports.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	Written and verbal communication skills, and presentation skills, adapting style as necessary to meet the requirements of the audience	CV/SS, I
C2	Interpersonal skills, with the ability to deal with difficult and sensitive situations	CV/SS, I
Qualifications		
Q1	Evidence of continuing professional development.	CV/SS, C
Q2	Have undertaken or be prepared to undertake Equality and Diversity Training	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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