

## Person specification

Service area: NHS Workforce Recruitment Services

Job title: Service Delivery Manager

	Essential criteria	Desirable criteria	Demonstrated by
<b>Personal Qualities, Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• IT Skills – use of Microsoft office packages</li> <li>• Strategic thinking and management</li> <li>• Excellent verbal &amp; written communication skills.</li> <li>• Able to work on own initiative.</li> <li>• Ability to see wider implications, consequences and connections for all issues.</li> <li>• Understanding of accountability to service users and stakeholders</li> <li>• Excellent presentation skills</li> <li>• Reporting and analytical skills.</li> <li>• Flexible, well organized team player.</li> <li>• Able to work to tight deadlines &amp; prioritise tasks. Ability to handle sensitive or confidential information.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Recruitment services</li> </ul>	Application Form, Interview

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 2 years broad relevant management experience.</li> <li>• Experience of service delivery</li> <li>• Experience of managing change.</li> <li>• Experience of managing staff</li> <li>• Experience of managing KPIs</li> <li>• Experience of performance management</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding balancing digital and non-digital service delivery</li> <li>• Experience of working with external suppliers</li> <li>• Experience of contributing to organisational strategy and operational plans</li> </ul>	Application Form, Interview
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Diploma in Management (or equivalent experience)</li> <li>• Appropriate relevant management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level (or equivalent)</li> </ul>	Application Form/Certificates Interview
<b>Core capability level (minimum)</b>	<ul style="list-style-type: none"> <li>• <b>Communicating with Influence and Impact-</b> Demonstrating an awareness of your personal impact, adapting your own style appropriately and acting as a role model. Being clear, credible and articulate in order to engage others. <b>Level 3</b></li> <li>• <b>Innovating and Improving-</b> Being flexible, adapting positively to change and suggesting ideas for improvements for how things are done in order to deliver improved outcomes. Using technology, creative approaches and different ways of thinking things through to deliver improvements. <b>Level 3</b></li> <li>• <b>Working Together-</b> Including colleagues and stakeholders in key activities. Welcoming different perspectives and building positive relationships. <b>Level 3</b></li> <li>• <b>Enabling performance and potential-</b> Setting high standards for self and others by guiding, motivating and developing. Helping colleagues to perform at their best and achieve their full potential. <b>Level 4</b></li> <li>• <b>Making and Owning Decisions-</b> Using evidence to make sound, well-reasoned and justifiable decisions. Taking ownership of your actions and results, inspiring others to do the same. <b>Level 3</b></li> <li>• <b>Understanding the Bigger Picture-</b> Demonstrating an understanding of how your role fits with and supports organisational objectives. Being able to see beyond your own role and business area. Understanding the opportunities and challenges facing the NHSBSA and wider NHS. <b>Level 3</b></li> </ul>		
<b>Relevant professional framework</b>	N/A		