

PERSON SPECIFICATION

(Supporting the Policy on Equal Opportunities in Employment)

Head of Operations – Scotland and Northern Ireland

Department: Services Directorate

Location: Hybrid with regular travel across Scotland and Northern Ireland

Band: 8b

Status: As per contract

Hours: 37.5 hours

Reporting to: Director of Service

FACTOR	ESSENTIAL	DESIRABLE
Qualifications & Experience	<ul style="list-style-type: none"> • Education to degree level, or equivalent, with significant senior management experience • Current healthcare professional registration (NMC, HCPC) • Significant understanding of the field of mental health • Comprehensive understanding of the Regulatory framework • In-depth professional knowledge of financial t, performance and staff management • Evidence of up-to-date personal and continuous professional development 	<ul style="list-style-type: none"> • Management Qualification
Skills & Knowledge Range and level of skills	<ul style="list-style-type: none"> • Demonstrable senior operational management experience of clinical services with financial restraints and delivering to target • Deep understanding of the health and care sector in Scotland and Northern Ireland • Demonstrable experience in planning and implementing service change and cost-effective service improvements • Proven experience of workforce management, direct line management and supervision 	<ul style="list-style-type: none"> • Previous experience of working with ex-military personnel

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	<ul style="list-style-type: none"> • Experience of establishing and maintaining robust and effective governance arrangements • Experience of partnership working and the associated strengths and challenges • Recruitment and retention of staff 	
Personal Attributes The personal qualities required e.g. exercising initiative, organising, problem solving	<ul style="list-style-type: none"> • Demonstrable compassionate leadership and ways of working, with evidence of good EQ. Outstanding communication skills with ability to represent Combat Stress positively throughout Scotland and Northern Ireland, and beyond • Ability to nurture the principle of shared leadership, and fostering autonomy and innovation within the team • Actively seeks out and supports shared thinking and problem-solving with others • At ease when liaising with colleagues and stakeholders at all levels in a confident, influential manner, even when communicating new and/or challenging ideas and concepts • A strong team player who works collaboratively with colleagues and clients to achieve goals 	
Other Requirements	<ul style="list-style-type: none"> • Clear PVG • Full UK Driving License • Ability to travel, where required, across Scotland, Northern Ireland and occasionally beyond 	