

Person Specification
Corporate Services and Operations Manager

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	Degree or equivalent qualification or 3 years' relevant experience.	Professional qualification in data protection and/or Freedom of Information and Environmental Information Regulations. Professional qualification in Information Records Management (IRM) and Information Security.
Industry Experience	<p>Administrative Support: A minimum of 2 years' of relevant experience in an administrative support function</p> <p>Records Management: Evidence of information records management and systems. Experience of responding to information and subject access requests within the statutory framework.</p> <p>Website Management: Evidence of day-to-day management of content for a public-facing website.</p> <p>Analysing and decision-making: Evidence of managing risk and exercising sound judgment when balancing complex information and competing interests, which can be open to scrutiny and challenge.</p> <p>Managing people and relationships: Evidence of creating effective working environment to build and develop successful teams and to foster productive working relationships with multi-agency partners.</p> <p>Communications and Relationship Management: Experience of providing advice, guidance, support and customer service to a range of stakeholders.</p> <p>Performance and standards: A proven track record in managing risk, resolution management, and identifying areas for improvement in service delivery and improving performance.</p> <p>Equalities and Human Rights: Evidence of demonstrating a clear understanding of, and firm commitment</p>	Experience of working in either a public sector, government or health service context.

	to, the promotion of diversity, equality, inclusion and human rights.	
Specialist Knowledge	An understanding of Information Governance, GDPR, and responding to information requests within the statutory framework	Knowledge of Parliamentary Commissions
Technical Skills	Competent IT skills (experience of emailing, word processing, statistical data, case management systems). Strong planning and organisation skills, with the ability to prioritise your work effectively, balancing short-term demands with long-term objectives.	

Job Holder Competencies	
Professional expertise	<p>Upholds and promotes professional integrity by applying relevant standards, evaluating impact, and seeking innovative approaches to improve practice.</p> <ul style="list-style-type: none"> • Has a full working knowledge of relevant standards, guidance and processes • Shows innovation in exploring the way we do things and looking at alternatives • Recognises when to research technical points and when to seek advice • Recognises impact of decisions and plans for consequences, identifies, notifies and manages risk in accordance with the relevant policies and procedures • Strives to uphold professional standards and set example to others
Planning and resource management	<p>Prioritises a busy workload effectively, uses resources wisely. Ability to work independently, set priorities, and manage competing deadlines in a small, high-profile office.</p> <ul style="list-style-type: none"> • Plans ahead, setting relevant, realistic goals. • Effectively balances competing priorities. • Routinely reviews targets/goals and takes appropriate action to ensure results are achieved. • Manages time economically and efficiently. • Anticipates, identifies and minimises problems. • Takes responsibility for identifying and actioning new initiatives. • Responds quickly and positively to change and encourages colleagues to do the same.
Communication and influence	<p>Demonstrates skill in persuading, negotiating, and conveying complex information effectively.</p> <ul style="list-style-type: none"> • Highly developed communication, influencing and negotiation skills. Tailors communication method and style to suit audience. • Ability to explain complex investigative and policy findings clearly to non-expert audiences. Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly. • Listens actively and checks for clarification and mutual understanding. • Skilled in managing sensitive conversations with patients, families and advocacy groups. Shows respect and empathy for others' view point. • Expresses disagreement or challenges views calmly, constructively and tactfully. • Works hard to build and maintain networks that provide mutual benefit and support.
Collaboration and stakeholder engagement	<p>Demonstrates skill in building trust and constructive relationships. Ability to work collaboratively within a small team and contribute to collective priorities.</p> <ul style="list-style-type: none"> • Supports and co-operates with colleagues. Mentors colleagues as appropriate. • Takes a coaching approach to enable others to achieve their potential. • Shares information openly and readily. • Consistently acts towards others with integrity, professionalism, sensitivity and respect. • Treats others fairly, openly and consistently.

	<ul style="list-style-type: none"> • Shares responsibility for achieving team goals and works flexibly to achieve them.
Integrity and Accountability	<p>Works to high ethical standards and maintains independence.</p> <ul style="list-style-type: none"> • Promotes and projects a positive image of the organisation. • Works hard to understand stakeholders' views and communicate our remit and responsibility. • Delivers on time and to the agreed level of quality. • Recommends improvements to enhance quality of service.
Adaptability	<p>Demonstrated ability to design and adapt investigative and policy work plans to meet strategic goals</p> <ul style="list-style-type: none"> • Takes responsibility for identifying and actioning new initiatives. • Responds quickly and positively to change and encourages colleagues to do the same.