

Person Specification – Divisional Support Manager

| | Essential | Desirable |
|-----------------------------------|--|---|
| Education/Qualifications | <p>Management Degree or equivalent management experience.</p> <p>Registered Managers Award or equivalent.</p> | <p>QCF in Management Level 4, Registered Managers Award or similar</p> <p>RGN 1 or 2 with current PIN</p> |
| Experience & Knowledge | <p>Substantial experience of working within the Regulatory Framework relevant to Residential Care Homes.</p> <p>Proven track record of meeting service standards and targets</p> <p>Experience of financial management, budget setting, monitoring and determining corrective action.</p> <p>Experience of delivering against strategic and business plans in relation to care delivery services</p> <p>Robust experience of managing professional staff e.g. HR, Learning & Development and Property, including the setting of team objectives appraisal</p> <p>Working knowledge of Legislation and the Regulatory Framework underpinning practice in relation to the care of older people, including:</p> <ul style="list-style-type: none"> - Health & Safety at Work Act - Care Standards Act - Mental Capacity Act - Budgets and Business Plans - Recruitment & Selection | <p>Policy development, implementation and strategic planning</p> |

| | | |
|---|---|--|
| | <p>Strong decision making and problem solving skills</p> | |
| <p>Technical & Job Specific Requirements</p> | <p>Good level of IT skills (Excel, Word, Outlook, internet based packages).</p> <p>Electronic care planning and rostering.</p> <p>Ability to present information and negotiate with stakeholders at all levels of the organisation</p> <p>A strong service led and marketing focus is essential</p> | |