

PERSON SPECIFICATION

Job Title: Head of Operations

Department: RCN England, Eastern Region

The person specification sets out the essential and desirable criteria required for this role. The selection process will look for evidence that you meet these criteria as well as the core behaviour competencies described further below.







Each criteria is assessed at one or more stage of the process as indicated by a ✓

- AF (application form) - your application needs to address the criteria ticked in this column
- A (assessment) – if you're shortlisted you'll do assessments that test these criteria
- I (interview) – if you're invited to interview you'll be asked questions to assess these criteria

| CRITERIA | | A/F | A | I |
|--|--|-----|---|---|
| 1. Knowledge, Training and Qualifications | Essential | | | |
| | • Knowledge of contemporary nursing, health & social care issues | ✓ | ✓ | ✓ |
| | • An understanding of issues affecting nurses, HCAs, nursing and healthcare | ✓ | | ✓ |
| | • Knowledge of best practice in relation to employment practices, equality and diversity, human rights and equal opportunities | ✓ | ✓ | ✓ |
| | • Evidence of CPD (desirable – management/ HR qualifications) | | | ✓ |
| | Desirable | | | |
| | • Current and active NMC Registration | ✓ | | |
| 2. Experience | Essential | | | |
| | • Management experience | ✓ | ✓ | ✓ |
| | • Experience of making a positive contribution to promoting and embedding equity, diversity and inclusion | ✓ | ✓ | ✓ |
| | • Negotiating experience | ✓ | ✓ | ✓ |
| | • Project management experience | ✓ | | ✓ |
| | • Experience of managing investigations | ✓ | | ✓ |
| 3. Skills | | | | |
| | • Management and leadership skills | ✓ | ✓ | ✓ |

| | | | | |
|------------------------------|--|---|---|---|
| | • Ability to develop and implement plans and evaluate their success | | | ✓ |
| | • Ability to delegate appropriately | | | ✓ |
| | • Ability to work effectively and influence a range of people at different levels | ✓ | ✓ | ✓ |
| | • Ability to develop positive internal and external relationships | ✓ | ✓ | ✓ |
| | • Negotiation skills | ✓ | | ✓ |
| | • Ability to plan, prepare and deliver presentations to individuals and groups of people | | ✓ | ✓ |
| | • Ability to manage difficult conversations and situations | | ✓ | ✓ |
| | • Ability to develop implementation plans and evaluate their success | ✓ | | ✓ |
| | • Ability to be emotionally resilient and work under pressure | | ✓ | ✓ |
| | • Planning and organisation skills and identify clear measures for progress and success | ✓ | ✓ | ✓ |
| | • Ability to handle media enquiries and present to media | ✓ | ✓ | |
| | • An ability to manage successful change | ✓ | | ✓ |
| 4. Other Requirements | | | | |
| | • Ability to travel to meet work related deadlines and with occasional overnight stays | ✓ | | ✓ |
| | • Strong personal commitment to promoting and embedding equity, diversity and inclusion. | ✓ | | ✓ |

The RCN Core Behavioural Competency Framework informs the key behaviours our employees need to demonstrate in their role and these will be assessed throughout the recruitment and selection process.

| <p>Inspire others to greater heights</p>  <p><i>Be passionate about developing yourself and others and push yourself beyond your comfort zone</i></p> | <p>Value those around you</p>  <p><i>Prize diversity and deal fairly and consistently with people while recognising individual differences</i></p> | <p>Show passion for our services</p>  <p><i>Have members' and customers' interests at the heart of everything you do and go out of your way to manage and exceed their expectations</i></p> | <p>Build outstanding relationships</p>  <p><i>Lead and contribute to your team's success and collaborate with people around you and those beyond your immediate team</i></p> | <p>Get to the heart of the business</p>  <p><i>Have the business interests of the RCN at the forefront of all you do and seek out opportunities to develop your business know-how</i></p> | <p>Stay one step ahead</p>  <p><i>Be inquisitive, think differently and embrace opportunities for change, helping others to adapt and encouraging new ideas</i></p> |
|---|--|---|--|---|---|
| Use the strengths of those around you to maximum effect | Challenge unacceptable behavior where it exists | Demonstrate pride in the RCN and passion for its services | Understand how your team impacts on others | Learn all aspects of the business with enthusiasm | Improve how things are done |
| Take personal ownership of all that you do | Treat everyone with respect regardless of their position | Ensure all you do has a benefit to members and customers | Focus on your team's primary goals | See yourself as a shareholder in the RCN | Adapt enthusiastically to change and different ways of working |
| Persist in the face of difficulties and overcome obstacles | Recognise the benefit of different viewpoints | Empower members and customers to help them become more involved | Share knowledge within your team and across other teams | Generate viable opportunities to help the RCN grow and develop | Tackle unfamiliar situations with confidence |
| Articulate your views and be open to others' opinions | Communicate openly and actively listen to those around you | Stay calm and focused when dealing with challenging situations | Support and help those around you | Work within tight timescales when needed | Help others to respond positively to change |
| Coach others and share your expertise | Treat everyone fairly and consistently | Go the extra mile | Demonstrate pride in your team and its work | Prioritise work to respond to urgent needs | Be prepared to do things differently and learn from any mistakes |
| Trust those around you to do their jobs | Encourage mature discussion of differences | Build strong partnerships with outside agencies | Plan projects to involve key people from the start | Show efficiency and value in your use of resources | Adapt your thinking according to the needs of the situation |
| Seek feedback and learn from what you hear | Be approachable and give time to others | See a task through to the end | Identify opportunities for cross-team working | Translate plans into realistic targets and objectives | Show positive energy even in times of pressure |
| Lead by example and act as a role model | Respect individual and cultural differences | See things from the members' and customers' perspectives | Understand your strengths and play to them when you can | Understand the impact of your actions on the business | Keep an open mind and think creatively about problems at work |
| Empower and develop yourself and those around you | Recognise the impact of your behaviour on those around you | Build rapport with members and customers | Seek expertise from outside the team where necessary | Focus on the purpose of your role | Encourage constructive discussion about change |
| Speak up if you can see a better way to do things | Seek out stakeholders' views where possible | Keep members and customers informed | Ensure all team members have a meaningful part to play | Concentrate on delivering best value | Show your initiative in all that you do |