

Person Specification: Service Delivery Manager

Attribute	Essential	Desirable
Education and Training	<p>Educated to 4 GCSEs (A-C) including English and Maths, or equivalent</p> <p>Institution of Occupational Safety and Health (IOSH)</p> <p>First Aid at Work certificate</p> <p>Demonstrate experience of working within a customer focused environment proving excellent standard of customer service</p> <p>Management or supervisory skills training</p>	<p>A-level qualification or equivalent</p> <p>NEBOSH</p> <p>Horticultural qualification</p> <p>Ground maintenance operating certificates</p> <p>Fire safety certificate</p>
Experience	<p>Proven experience in managing property, land and equipment, ideally within a public sector or service delivery environment</p> <p>Experience in implementing and monitoring health and safety procedures and risk assessments</p> <p>Experience in comprehensive record keeping to a high standard</p> <p>Experience in preparing clear, informative reports for committees or senior management meetings</p> <p>Experience in managing budgets to support effective service delivery</p>	<p>Demonstrate an understanding of local government services provided by Saltash Town Council</p>

	<p>Experience in developing and improving operational procedures and service standards</p> <p>Experience in implementing and monitoring health and safety procedures, risk assessments, and compliance standards</p>	
Management of people	<p>Proven experience in managing and supervising staff within a service delivery or operational environment</p> <p>Experience in setting objectives, monitoring performance, and conducting appraisals effectively</p> <p>Experience in managing staff rotas, workloads, and supporting professional development</p> <p>Strong leadership skills with the ability to motivate, lead, support, and develop individuals and teams to achieve high standards</p> <p>Ability to delegate effectively while maintaining accountability</p> <p>Skilled in conflict resolution and handling sensitive staffing issues with discretion</p> <p>Excellent interpersonal and communication skills to build positive working relationships</p>	

Skills and knowledge	<p>Strong leadership and people management skills with the ability to inspire and develop staff</p> <p>Excellent organisational and time management skills</p> <p>Ability to assess and improve service delivery processes</p> <p>Competent in using IT systems for record-keeping, reporting, and communication</p> <p>Strong communication skills, both written and verbal</p> <p>Sound understanding of health and safety legislation and its practical application</p>	<p>Knowledge of property and asset management within local government context</p> <p>Awareness of environmental and sustainability considerations in service delivery</p> <p>Ability to understand the legal framework in which the Town Council operates</p> <p>Experience of Town Council operations</p>
Strategic Thinking	<p>Ability to think critically and strategically to assess complex situations and make informed decisions at the best interest of the Town Council</p> <p>Strong problem-solving skills with the ability to anticipate challenges and develop proactive solutions</p> <p>Capable of aligning day-to-day operations with the Town Council's broader strategic goals and priorities</p>	<p>Awareness of how local government services contribute to wider community outcomes and policy objectives</p>
Communication	<p>Experience in preparing and presenting clear, informative reports to committees, the Town Clerk, or stakeholders</p>	

	<p>Experience in communicating effectively with staff, councillors contractors, and members of the public</p> <p>Excellent verbal and written communication skills, with the ability to convey information clearly and professionally</p> <p>Ability to adapt communication style to suit different audiences and situations</p>	
Personal Qualities	<p>Professional, proactive, and solution-focused approach</p> <p>Commitment to public service and community wellbeing</p> <p>High level of integrity and accountability</p> <p>Flexible and adaptable to changing priorities</p> <p>Approachable and supportive with a collaborative leadership style</p> <p>Fair, consistent, and confident in decision-making</p> <p>Committed to fostering a positive and productive working environment</p>	
Working Collaboratively	<p>Experience in working effectively with management, colleagues, councillors, contractors, and external partners to achieve shared goals</p>	

	<p>Proven ability to contribute positively to team dynamics and cross-departmental initiatives</p> <p>Strong teamworking skills with the ability to build trust and foster cooperation</p> <p>Ability to share information, support others, and contribute to a positive working environment</p> <p>Skilled in resolving conflicts constructively and promoting mutual respect</p>	
Technology / IT Skills	<p>Excellent understanding of IT in order to perform office functions and other requirements of the role</p> <p>Professional knowledge of SharePoint and office packages including Word, Excel, PowerPoint and Outlook</p>	<p>European Computer Driving Licence (ECDL)</p> <p>Previous experience using allotment software</p>
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	
Other relevant factors	<p>Full UK driving licence and vehicle</p> <p>General wellbeing and physically able bodied due to tasks to be undertaken</p> <p>Able to work flexible hours and weekends as required</p>	