

**Person Specification: Operations Manager / Responsible Finance Officer (RFO)**

Attribute	Essential	Desirable
Education and Training	<p>Degree level qualification in a relevant field such as, Management, Finance, Public Administration, Community Services or Public Services.</p> <p>Evidence of continued professional development (CPD) across management, leadership, compliance, health and safety or service improvement.</p> <p>Finance qualification (e.g. AAT, CIPFA, accountancy training or equivalent experience).</p> <p>Health and Safety training to at least IOSH Managing Safley (or willingness to obtain within 6 months).</p>	<p>Local government-specific qualifications (e.g. CiLCA or willingness to obtain).</p> <p>Procurement or contract management training.</p> <p>NEBOSH.</p> <p>Horticultural qualification.</p>
Experience	<p>Senior management experience in local government or a complex operational environment.</p> <p>Direct staff management, including performance management and leadership.</p> <p>Experience in financial management, budgeting, and financial reporting.</p> <p>Preparing audit documentation and ensuring compliance with audit requirements.</p> <p>Working within a governance or regulatory framework.</p>	<p>Experience in Local Government finance or administration.</p> <p>Working with elected Members, committees and key stakeholders.</p>

	<p>Experience managing health and safety compliance, inspections, and risk assessments.</p> <p>Managing contractors, tenders, or procurement processes.</p> <p>Involvement in capital project development or early phase project work.</p> <p>Operational oversight of buildings, land, assets, or public spaces.</p>	
<p>Management of people</p>	<p>Strong leadership and people management skills, with the ability to motivate, guide, and support staff.</p> <p>Ability to conduct performance reviews, set objectives, identify training needs, and give constructive feedback to maintain high levels of engagement and professionalism.</p> <p>Model professionalism and core organisational values, helping to embed a respectful, collaborative, high-performing culture.</p> <p>Ability to strengthen teamwork and communication, especially across service delivery, finance and administrative functions, ensuring that information flows smoothly and priorities are understood.</p>	
<p>Skills and knowledge</p>	<p>Excellent organisational and planning skills, able to prioritise competing demands.</p> <p>High level of accuracy and attention to detail.</p>	<p>Understanding of Local Government structures, governance, and decision-making procedures.</p> <p>Knowledge of financial regulations, internal</p>

	<p>Ability to analyse systems, identify inefficiencies and design better ways of working.</p> <p>Ability to interpret financial information and present reports clearly to the Town Clerk and committees.</p> <p>Strong written and verbal communication skills.</p> <p>Ability to produce clear, concise reports and documentation.</p> <p>Confident in managing contractors, assessing work, and ensuring compliance with specifications.</p> <p>Ability to review, audit, and improve systems, procedures, and documentation.</p> <p>Ability to work professionally and constructively with councillors, staff, contractors and the public.</p> <p>Ability to act with discretion, maintain confidentiality, and use sound judgment.</p> <p>Strong understanding of health and safety legislation and compliance requirements.</p> <p>Knowledge of asset management, maintenance planning, and service delivery.</p>	<p>controls, and public sector audit processes.</p> <p>Awareness of equality legislation and inclusive service provision</p> <p>Understanding of statutory duties of the Responsible Finance Officer under the Local Government Act 1972.</p>
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Strategic Thinking	Ability to think analytically and strategically, identifying long-term priorities and making informed decisions that support the Town Council's vision and objectives.	Experience contributing to or developing strategic plans, demonstrating the ability to anticipate future challenges and opportunities and propose innovative, evidence-based solutions.
Personal Qualities	<p>Forward thinking, methodical and improvement led.</p> <p>Collaborative and confident, able to challenge constructively.</p> <p>Professional, resilient and calm under pressure.</p> <p>Demonstrates integrity, professionalism, and commitment to public service values.</p> <p>Proactive, solutions-focused, and able to work independently when required.</p> <p>Has a flexible approach to the working day and week, including attending evening meetings and some weekend events.</p> <p>Committed to delivering meaningful outcomes for the town.</p> <p>Being able to work effectively with elected members and key stakeholders.</p> <p>Positive ambassador for the Town Council's vision, values, and strategic aims.</p>	

<p>Working Collaboratively</p>	<p>Ability to build positive working relationships across teams, fostering open communication and mutual support to achieve shared Town Council goals.</p> <p>Demonstrates a proactive approach to partnership working, including experience collaborating with external stakeholders to deliver high-quality community-focused outcomes.</p>	
<p>Technology / IT Skills</p>	<p>Competent IT skills, including financial software, Microsoft Office (Word, Outlook, Excel, PowerPoint), and digital record-keeping to perform office functions and other requirements of the role.</p>	
<p>Equal Opportunities</p>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
<p>Other relevant factors</p>	<p>Willingness to undertake training relevant to the role.</p> <p>Willingness to uphold and promote health and safety compliance and safe working practices.</p> <p>Full driving licence to travel independently over the Saltash boundary, for which mileage is payable should a works vehicle not be.</p>	