

Person specification for the role of Public Service Operational Delivery Manager

Essential	Desirable
Up-to-date, relevant, and broad experience of working in the industry area, including current knowledge of working practices, legislation, and policy within the vocational industry area.	Experience of preparing for and presenting to a target audience.
Have the capability to assess the apprentice at this level.	Ideally demonstrate experience of working with Quality Assurance processes and complying with regulatory requirements
Have knowledge of working within a public sector organisation, either as a direct employee or as a linked contractor.	
The role must have been in operational delivery and involve dealing with customers.	
Have recent relevant experience of the occupation/sector at least one level above the apprentice gained in the last two years or significant experience of the occupation/sector.	
Hold the qualifications/experience as specified in the assessment plan which is written for this standard.	
Have sufficient experience/competence to assess all aspects of the standard.	
Hold or be working towards an independent assessor qualification e.g. A1/TAQA or equivalent.	
<p>Essential knowledge and skills:</p> <ul style="list-style-type: none"> ➤ An understanding of apprenticeship standards, with specific knowledge about the relevant industry area for the role. Experience of producing clear, accurate and concise written reports. ➤ Proficient IT skills. ➤ Analytical, critical thinking skills. ➤ Excellent interpersonal skills. ➤ Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback. ➤ Organisational skills and the ability to prioritise independently ➤ Ability to work independently. 	

Flexibility to travel across UK	
Driving License	