

Person specification for the role of Operations Department Manager

Essential	Desirable
Up-to-date, relevant, and broad experience of working in the occupational area of the apprenticeship standard including practical and current knowledge of working practices which reflect the whole standards content.	Hold an assessor qualification or be willing to work towards one
Have knowledge and recent relevant experience of the occupation/sector at Level 5 or above gained within the last five years or significant experience of the occupation/sector, which must be maintained through ongoing CPD.	Experience of preparing for and communicating to a target audience
Ideally, the assessor will be an experienced professional manager and hold relevant professional membership such as The Institute of Leadership and Management (ILM)	
Must be able to evidence relevant and up to date CPD, which is related directly to the standard and industry, not just general CPD	
Have knowledge and recent relevant experience of the occupation/sector at Level 5 or above gained within the last five years or significant experience of the occupation/sector, which must be maintained through ongoing CPD	
Essential knowledge and skills <ul style="list-style-type: none"> ➤ A detailed understanding of apprenticeship standards, assessment plan and assessment/quality assurance processes, with specific knowledge about the relevant industry area for the role ➤ Experience of carrying out workplace performance evidence-based assessments using a range of assessment methods ➤ Experience of producing clear, accurate and concise written reports. ➤ Proficient IT skills including the use of assessment portal(s) and management of conference/webinar system(s) ➤ 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 effectively. 	

<ul style="list-style-type: none"> ➤ Ability to work independently but also within a team. ➤ A commitment to own Continuous Professional Development (CPD) and maintenance of relevant logs of activities undertaken. ➤ Experience of marking and grading assessments ➤ Experience of assessment and quality assurance processes 	
Flexibility to travel across UK, Driving License	
Have diary flexibility to be able to conduct EPAs when requested from City and Guilds/ILM	