**Person Specification**



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| Qualifications & Training – Essential Criteria |
| * Degree level in a business related discipline, or equivalent experience
* Further management training/development to Post Graduate level, or equivalent experience
* Record of continued professional development
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| **Qualifications & Training – Desirable Criteria** |
| * Project Management experience
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| **Experience – Essential Criteria** |
| * Significant experience in a managerial position, preferably within a Primary Care or Healthcare setting.
* Significant experience in an operational service management position
* Significant experience of managing staff, preferably within a NHS setting
* Significant experience of budget management and understanding of financial systems
* Significant experience of Systems management
* Significant experience of Change management and service re-design
* Working with staff at senior management level in the organisation
* Working across organisational and professional boundaries
* Production of high standard reports/papers
* Development and management of work related systems
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| **Experience – Desirable Criteria** |
| * Experience of working in a dental environment
* Working with computerised clinical & practice management software
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| **Knowledge – Essential Criteria** |
| * Knowledge of the NHS in Scotland, its structures, policies and strategic direction
* Principles of governance and public accountability
* Knowledge of HR policies and procedures
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| **Knowledge – Desirable Criteria** |
| * Knowledge of oral health strategies both local & national
* Understanding of General Dental Services (GDS) regulations e.g. the Statement of Dental Remuneration (SDR)
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| **Competencies & Skills – Essential Criteria** |
| * Leadership skills including influencing, well developed listening and interpreting skills
* Well developed problem solving and analytical skills
* Proven ability as an effective communicator through a range of mediums, particularly written and verbal communication.
* Good interpersonal skills including diplomacy and discretion
* Effective leader and team player who can lead by example and work across a number of different teams.
* Evidence of delivering change using project management techniques
* Extensive knowledge of Microsoft Office, in particular Excel, Word and Access to audit efficiency, service improvement and performance management.
* The ability to work both unsupervised and as part of a team
* Self-motivation, enthusiasm and use of initiative
* The ability to organise, motivate, develop and lead staff
* The ability to prioritise one’s own workload and deal with numerous concurrent tasks within challenging timescales
* Concern for, and understanding of, people and their rights
* An adherence of both confidentiality issues and health, safety and environment issues in the workplace
* Driving Licence and access to a car
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| **Competencies & Skills – Desirable Criteria** |
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| Personal Characteristics and Other – Essential Criteria |
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| **Personal Characteristics and Other – Desirable Criteria** |
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