



**PERSONAL SPECIFICATION**  
**Business & Services Manager FIXED TERM 12 months**

ATTRIBUTES	ESSENTIAL/DESIRABLE CRITERIA	
JOB KNOWLEDGE & SKILLS	E	Educated to degree level or equivalent (in an appropriate subject e.g. Psychology, Health and Social Care)
	E	Knowledge of Health and Social Care and ability to understand wider issues within the sector
	D	Minimum 2 years of experience working with individuals living with or recovering from mental ill health or related illness's
	E	Minimum of 3 years managing services and people in a Health & Social Care background, including the allocation of resources and a proven track record in decision making
	E	Knowledge and understanding of person-centered services and client involvement activities
	E	Experience of working in/with a charity or the voluntary sector
	E	The ability to develop and write strong grant applications to securing funding
	E	The ability to write and present reports showing service impact and outcomes
	D	A sound understanding of managing safeguarding in adults and children
	E	Strong organisational and time management skills with the ability to plan & prioritise workloads of both self and others
PEOPLE SKILLS	E	Ability to co-ordinate, delegate, motivate, develop and support managers, staff and volunteers
	E	Good interpersonal skills with ability to profile, network and establish links with all relevant stakeholders
	E	Ability to work alone and also as part of a team
	E	High level verbal & written communication skills

GENERAL SKILLS	E	Competent IT user (knowledge and use of Microsoft Office & Case Management Systems)
	E	Experience of managing support contracts and projects including report writing, business planning, determining outcomes and operating budgets
	D	The ability understanding to work with IT programmers to scope and develop the CRM system to enhance the user experience
	E	Full driving licence and use of a car for work purposes
	E	Understanding the importance of confidentiality
	E	Understanding of and commitment to equal opportunities especially those with mental health problems
	E	Ability to work flexibly to meet the needs of the service

Feb 2026