



Person Specifications

Job Title: Community Centre Manager

Date Prepared: October 2021

DETAIL		ESSENTIAL or DESIRABLE	EVIDENCE
EDUCATION AND QUALIFICATIONS	<p>First level degree in Business Management or Hospitality</p> <p>Educated to A'level or equivalent</p>	D E	Application Certificates
EXPERIENCE	<p>In depth experience working in facilities or office management or hospitality, to have included collaborating closely with clients/customers to co-produce and/or redesign services to improve customer experience and service efficiency.</p> <p>An excellent record, with evidence of:</p> <ul style="list-style-type: none"> • an understanding of, and interest in, older people, their situations, and the opportunities they may want and/or need to explore and engage with to live a 'good life' in independence. • an understanding of the value of proactive facilities management to an organisation, problem-solving and innovation toward improvements, understanding compliance requirements and risk management. • working with different types of customers and effective methods of communication with them to develop strong relationships, generate return custom and manage customer disputes effectively • using monitoring mechanisms to record and track engagement levels, income levels, response rates and achievement of event or activity objectives • experience of successfully working in partnership with other teams and organisations to deliver events. 	E D D E E E E	Application Certificates

OTHER FACTORS	<ul style="list-style-type: none"> • Satisfactory DBS check (Enhanced) • Availability to work flexibly, including unsocial hours. • Ability to drive, with a clean licence. • This post requires the post holder to be fully vaccinated against Covid-19 unless clinically exempt. 	E E E E	Certificates Interview Interview
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We reserve the right to request sight of the original documentation specified above as proof of education and qualifications.