



## *Person Specifications*

Job Title: Community Centre Manager

Date Prepared: November 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"> <li>• 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.</li> <li>• an understanding of the value of proactive facilities management to an organisation, problem-solving and innovation toward improvements, understanding compliance requirements and risk management.</li> <li>• 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</li> <li>• using monitoring mechanisms to record and track engagement levels, income levels, response rates and achievement of event or activity objectives</li> <li>• experience of successfully working in partnership with other teams and organisations to deliver events.</li> </ul>	E  D  E  E  E  E	Application Certificates



OTHER FACTORS	<ul style="list-style-type: none"> <li>• Satisfactory DBS check (Enhanced)</li> <li>• Availability to work flexibly, including unsocial hours.</li> <li>• Ability to drive, with a clean licence.</li> <li>• This post requires the post holder to be fully vaccinated against Covid-19 unless clinically exempt.</li> </ul>	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.*