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| **POST TITLE** |
| **Business Growth and Operational Manager** |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the ‘Essential’ column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | **NECESSARY REQUIREMENTS** | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | Must be able to demonstrate:   * Experience in operational management in the hospitality Industry * Experience of managing Teams * Experience of delivering excellent customer service. * Experience of managing budgets * Experience in performance management * Experience of Health and Safety policy and procedures relevant to centre management including risk assessment and maintenance management. * Excellent administrative and organisational skills. | * Awareness of partners/support organisations * Experience in marketing * Awareness of funding streams | A, I |
| **SKILLS AND ABILITIES** | * Computer literate with proficiency in micro soft word, excel and social media. * Ability to measure and report against targets . | * Ability to use initiative and positively represent FROG * Ability to set up and maintain web based systems. | A, I |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | A degree or NVQ equivalent in hospitality sector. | Operational services and Management Qualification | A, I, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work including, at times, requirements to work beyond normal working hours and weekends * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement | * Full driving licence * Evidence of own continuous personal and professional development | A, I, C. |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION (Curriculum Vitae and Covering letter) C = CERTIFICATE I = INTERVIEW R = REFERENCE