

Post Title	Group Operations Manager
Division	Operations
Section	Facility Operations and Services
Location	Citywide

* Candidate's suitability will be measured by assessment in the following ways;

A – Application: **I** – Interview: **R** – References: **X** - Interview Exercise(s)

Attributes	Essential	Desirable	Method of Assessment
Experience			
1 Relevant senior management within a leisure / recreation / sports development discipline within the public, private or voluntary sector	X		A
2 Demonstrable knowledge of Health & Safety working practices	X		A I
3 Experience of managing physical resources – premises, materials, plant and equipment	X		A I
4 Management of a wide range of personnel and people management functions including leading organisational change	X		A I
5 Experience of working in a customer-oriented environment	X		A I
6 Management of cost centre budgets and collation, preparation and presentation of budget reports	X		A I
Skills, Abilities and Knowledge [general]			
7 Excellent leadership and advocacy	X		A I
8 Quality systems and other forms of service accreditation (e.g. QUEST) and providing Excellence in Customer Services	X		I
9 Self-motivated, ability to set and prioritise objectives, respond under pressure and manage competing deadlines	X		A
10 ICT skills, including Microsoft Office and its associated applications	X		A I
11 Experience in the compilation of reports		X	I
12 Ability to work cohesively as part of a team	X		I
13 Personnel procedures and policies and their implementation	X		A I
14 Must enjoy working with people of all ages from all sectors of the community	X		I
Interpersonal & Social Skills			
15 Excellent communication skills (verbal, non-verbal and listening)	X		I R
16 Enthusiastic	X		A I R
17 Self-Motivated with ability to motivate others	X		I R
18 Confident and able to deal appropriately with a range of audiences	X		I R

19	Collaborative approach	X		I R
20	Teamwork	X		I R
21	Resilience	X		I R
22	Positive (can do) attitude	X		I R
Education, Qualification & Training				
23	College/University qualification in a subject relevant to the post	X		A
24	Member of appropriate professional body	X		A I
25	Post degree qualification in a subject relevant to the post e.g. Management studies and other CPD training	X		A I
26	Full current driving licence	X		A I
27	Commitment to continuous personal development	X		A I
Other				
28	Committed to investing time in coaching and developing colleagues and other team members, sharing knowledge and skills and actively supporting others' career development	X		A I

Prepared/Updated by	Keith Gerrard
Designation	Director of Operations and Asset Development
Date	January 2017