**Person Specification**

**Job title: Assistant Centre Manager**

**Service: Economic Regeneration (Business Investment)**

**Role Profile Reference: FC4S (Grade 5)**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Experience** | 1. Evidence of advanced  administrative and  co-ordinating skills. | Application Form/ Interview |
| 2. Evidence of providing  excellent customer service by  being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations. | Application Form/ Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | 1. Ability to supervise and delegate effectively. | Application Form/ Interview |
| 2. Ability to manage an overall work programme. | Application Form/ Interview |
| 3. Ability to judge situations where independent decision-making is appropriate or where advice from colleagues should be sought. | Application Form/ Interview |
| 4. Ability to demonstrate political awareness | Application Form/ Interview |
|  | 5. Ability to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain  Information (including complex information), adapting style as required and appropriate for the material and the audience. | Application Form/ Interview/written exercise |
|  | 6. Excellent partnership working skills with people at all levels from diverse backgrounds. | Application Form/ Interview |
|  | 7. Ability to identify and solve problems in a professional and calm manner. | Application Form/ Interview |
|  | 8. Listens to others to assess requirements in order to respond appropriately and efficiently (including detailed/technical requirements). | Application Form/ Interview |
|  | 9. High level of accuracy to detail. | Application Form/ Interview/written exercise |
|  | 10. Ability to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form/ Interview/written exercise |
|  | 11. Ability to work effectively within a busy team environment, or independently. | Application Form/ Interview |
|  | 12. Ability to persuade, negotiate or influence effectively. | Application Form/ Interview |  |  |
|  | 13. Socially confident and self-assured when meeting new people. | Application Form/ Interview |  |  |
|  | 14. Ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours. | Application Form/ Interview |  |  |
|  | 15. Ability to effectively use a PC and relevant software to prepare documents, record information or input and analyse date. | Application Form/ Interview/written exercise |  |  |
|  | 16. Ability to understand the importance of Health and Safety and the ability to implement procedures in relation to health and safety and building management. | Application Form/ Interview |  |  |
|  | 17. Ability to work with facts, figures and numerical data. | Application Form/ Interview/written exercise |  |  |
|  | 18. Ability to work at a fast pace and cope well with a higher level of workload. | Application Form/ Interview |  |  |
|  | 19. Ability to use social media for professional purposes. | Application Form/ Interview |  |  |
| **Work Related Circumstances/**  **Values of the Council** | To demonstrate the Council’s Values | Application Form/ Interview |
| Commitment to Equal Opportunities | Application Form/ Interview |
| Compliance with health and safety rules, regulations, and legislation | Application Form/ Interview |
| Ability to meet the travel requirements of the role | Application Form/ Interview |
| Ability to work outside of normal working hours to meet the needs of the Business Centres | Application Form/ Interview |
| Commitment to personal development | Application Form/ Interview |