**Southborough Town Council**

**Facilities and Events Manager Personal Spec**

The following outlines the minimum and desirable criteria for this post.

Applicants should describe in their application how they meet these criteria.

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| **CRITERIA** |  |
| **QUALIFICATIONS** | Degree, NVQ 4 (or equivalent) or relevant experience. |
| **EXPERIENCE** | Experience in Facilities /Events Management  Experience of supervising a front-line customer focused enquiry service.  Experience of developing services to maximise income generation.  Experience of drafting committee reports and correspondence.  Experience of managing a multi-use facility. |
| **SKILLS & ABILITIES** | Innovative and financially astute to drive forward profitable outcomes and increase sales.  A can-do attitude and ability to work at fast pace with changing priorities.  Self-starter, able to organise and prioritise own and other workloads to changing and often tight deadlines. Ability to build excellent working relationships with colleagues at all levels both internal and external to the organisation.  Excellent communication skills, both written and verbal.  Presentation skills to effectively communicate issues to staff and colleagues.  Effective organisation skills with the ability to work effectively within tight deadlines.  Ability to recognise and handle sensitive/confidential information.  Commitment to equalities and the promotion of diversity in all aspects of working. |
| **KNOWLEDGE** | An understanding of local government, public service or an organisations’ culture and structure would be desirable.  A knowledge of customer care/service expectations and service standards.  An understanding of how to motivate staff in a face-to-face environment. |