



General Manager Person Specification

ATTRIBUTES & CRITERIA	ESSENTIAL / DESIRABLE	METHOD OF ASSESSMENT (Application, Interview, Reference)
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Management experience in a similar multi-service environment of comparable scale and complexity, preferably in the heritage, tourism or cultural sector. • Well versed in day-to-day management of people, property and associated commercial activities including events, retail, catering and space hires. • Track record of successfully managing teams. • Experience of training and supervising volunteers. • Experience of working in the heritage sector or event/venue management. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>A</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A</p>
<p>QUALIFICATIONS / TRAINING</p> <ul style="list-style-type: none"> • A levels or equivalent. • Graduate level or equivalent. • Higher level museum/heritage or management qualification. 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>A</p> <p>A</p> <p>A</p>
<p>APTITUDES / ABILITIES</p> <ul style="list-style-type: none"> • A commercially focused mind-set, balanced with an appreciation of the challenges facing the heritage sector. • Excellent leadership and people management skills, to be able to engage with a team and deliver key priorities through them. • Excellent organisational skills, ability to multi-task and meet tight timescales. • Excellent financial management skills • Familiarity with project/financial management IT systems 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>I</p> <p>I/R</p> <p>I/R</p> <p>A/I</p> <p>A</p>

<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to represent the organisation at external events. • Excellent IT skills. • An ability to work independently and with colleagues. • Evidence of a flexible approach to work. • Good interpersonal, negotiation and influencing skills, capable of dealing with both internal and external contacts. 	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>A/I</p> <p>I</p> <p>A</p> <p>R</p> <p>I</p> <p>I/R</p>
<p>OTHER FACTORS</p> <ul style="list-style-type: none"> • Self-motivated and committed to delivering high quality services • Understanding of issues around equality and diversity and commitment to equal opportunities practice. • Understanding of and empathy with the aims and objectives of the heritage sector. • Willingness to commit to work flexibly including weekend and evening work when required in accordance with the needs of the post and activities. • Willingness to undertake training relevant to the post. • Full valid UK driving license and access to a vehicle. • A successful DBS check. 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A</p> <p>I/R</p>