

PERSONNEL SPECIFICATION

Post Title: Operations Manager

Dalesbridge Centre is an Equal Opportunities Employer and requires its employees to carry out its policies concerning racial and sex equality and the rights of people with disabilities in terms of equal opportunity for employment.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	A minimum of 5 yrs experience in a customer-focussed role Can demonstrate experience in facility management and financial control Knowledge and appreciation of a range of outdoor activities	Experience of working in the tourism and leisure industries Experience in working in a rural / countryside environment Experience in managing staff Experience of event management	CV & Selection process

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	Graduate or equivalent higher education qualifications	Outdoor instructional NGB qualifications Health and safety, first aid, food hygiene, national certificate for personal licence holders	CV & Selection process. Certificates.
TRAINING	Evidence of recent self development Microsoft Office products, particularly email, word and excel	Evidence of continuing professional development	CV & Selection process
SPECIAL KNOWLEDGE	Understanding of camping, caravan and / or bunk barn sectors Knowledge of outdoor education and recreation	Knowledge of the tourism industry structure, including camping, caravanning and bunk barn industry Knowledge of the local area [Yorkshire Dales and Forest of Bowland]	Application form & Selection process

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
DISPOSITION - ADJUSTMENT/ ATTITUDE	Enthusiastic, driven and capable of using initiative Be customer-focused Able to manage priorities in a complex environment Able to work as part of a team to achieve agreed objectives	Willing to learn from others and trial new approaches Ability to manage difficult situations, to ensure customer needs are fully met	Selection process
PRACTICAL & INTELLECTUAL SKILLS	Good planning and organisational skills Good oral and written communication Good interpersonal and social skills Ability to manage time effectively	Practical skills in DIY and managing contractors Undertaking minor repairs and renovations Knowledge of grounds maintenance Catering, bar and housekeeping experience	CV & Selection process

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
CIRCUMSTANCES - PERSONAL	Prepared to be flexible in working arrangements, including some weekends and holidays Prepared to work around the needs of customers Must be legally entitled to work in the UK Hold a full licence and have a car available	Looking to work in a rural area in an outdoor leisure business	Selection process.

‡ **Use of References**

References will only be read by the recruitment panel, after the preliminary selection decision has been made.

SPECIAL CONDITIONS

Any other special conditions:	None	
Compiled by: Jon Beavan Centre Manager	Grade Assessment Date:2 Feb 201-	Post Grade: Scale 2

