| **Post: Front of House Manager** | | |
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|  | **Criteria** | **Assessment Basis** |
| **Qualifications:** | Essential  Good standard of general education and IT skills, including English and Maths  Desirable  Diploma in Business and Administration | Application |
| **Professional Experience & Understanding:** | All Essential  Understanding of:   * Working in a team * Administration * Safeguarding and health and safety   Experience:   * Working with a variety of stakeholders * Reception experience * Excellent computer skills and knowledge of software packages * Office management | Application and Interview |
| **Professional Abilities:** | All Essential  Ability to manage teams  Ability to communicate effectively to a variety of audiences both verbally and written  Ability to manage effectively  Ability to work on own initiative  Ability to plan effectively  Ability to manage time effectively and meet deadlines  Ability to work effectively with stakeholders and within a corporate environment | Application, Interview and Reference |
| **Personal Qualities:** | All Essential  Honesty and Integrity  Discretion  Flexibility  Resilience  Organisational skills  Excellent telephone manner | Interview and Reference |

Where the applicant /post holder has a disability every effort will be made to make reasonable adjustments to enable them to carry out the duties of the post.