| **Post: Front of House Manager** |
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|  | **Criteria** | **Assessment Basis** |
| **Qualifications:** | EssentialGood standard of general education and IT skills, including English and MathsDesirableDiploma in Business and Administration | Application |
| **Professional Experience & Understanding:** | All EssentialUnderstanding 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 EssentialAbility to manage teamsAbility to communicate effectively to a variety of audiences both verbally and writtenAbility to manage effectivelyAbility to work on own initiativeAbility to plan effectivelyAbility to manage time effectively and meet deadlinesAbility to work effectively with stakeholders and within a corporate environment | Application, Interview and Reference |
| **Personal Qualities:** | All EssentialHonesty and IntegrityDiscretionFlexibilityResilienceOrganisational skillsExcellent 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.