 

**PERSON SPECIFICATION**

**Commercial Services Manager (LUSU)**

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|  | **Essential /Desirable** | **\*Application Form/ Supporting Statements/ Interview** |
| **Skills and experience** | | |
| Educated to degree level or equivalent; or with a good standard of education. | Desirable | Application form |
| Proven experience of business development in a range of situations/sectors. | Essential | Supporting statement/ interview |
| Experience of producing and implementing strategic, operational and business plans | Essential | interview |
| Experience of producing budgets and managing the financial performance of commercial operations; producing financial and statistical reports; project planning. | Essential | Application/ supporting statements/ interview |
| Experience of management of several outlets or business areas in at least one of: retail sector; licensed trade; catering; lettings; other similar environment. | Essential | Application/ interview |
| At least 3 years experience of managing staff to achieve excellent results. | Essential | Application form/ interview |
| Experience of consistently meeting demanding targets in a busy environment. | Essential | Supporting statement/ interview |
| Experience of providing good customer service to a wide range of users. | Essential | Supporting statement/ interview |
| Good understanding of licensing regulations, statutory regulations and best practice in the retail and licensed trades. | Essential | Application form |
| Good understanding of Health and Safety policy and procedures. | Essential | Application/ Supporting statement |
| Good understanding of communications and marketing techniques. | Desirable | Supporting statement/ interview |
| Good understanding of the Students’ Union movement. | Desirable | Supporting statement/ interview |
| **Personal attributes** | | |
| A professional approach, exhibiting sound judgement and with the ability to handle competing priorities, achieving results and deadlines. | Essential | interview |
| Good range of communication skills including making formal presentations and preparing business proposals. | Essential | interview |
| Ability to develop productive relationships with a range of stakeholders, and relate to people at all levels. | Essential | Supporting statement/ interview |
| Experience of providing good customer service to a wide range of users. | Essential | Supporting statement/ interview |
| Excellent IT skills and the ability to use a wide range of Office, and other applications. | Essential | Application form |
| A strong commitment to working in a democratic and student-led environment. | Essential | interview |
| Commitment to the principles and practice of equal opportunities | Essential | Supporting statement/ interview |
| Personal license holder | Desirable | Application form |
| Holder of a full, clean driving license | Desirable | Application form |