

**SUGARHOUSE DEPUTY MANAGER PERSON SPECIFICATION**

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| **Criteria** | **Essential/ Desirable** | **\* Application Form/ Supporting Statements/ Interview** |
| **Qualifications and experience** |  |  |
| Personal Licence Holder | Essential | Application Form / Supporting Statements |
| Evidenced experience of using a range of Microsoft Office packages including Excel and Word at an advanced level. | Essential | Application Form / Supporting Statements |
| Experience of using EPOS/stock management system | Desirable | Application Form / Supporting Statements |
| Experience in creating and delivering training for a range of audiences. | Desirable | Application Form / Supporting Statements/ Interview |
| Experience of working in the late-night sector or a similar environment | Essential | Application Form / Supporting Statements |
| **Knowledge** |  |  |
| To convey an appropriate rationale and interest in applying for this particular post | Essential | Application Form / Supporting Statements/ Interview |
| Knowledge of the current late-night economy and entertainment trends, especially those pertaining to higher education institutions and students. | Essential | Application Form / Supporting Statements/ Interview |
| **Skills** |  |  |
| Effective numeracy, literacy and IT skills (GCSE Maths and English or equivalent qualification. | Essential | Application Form / Supporting Statements |
| Substantial and evidenced experience of planning and prioritising workloads to meet competing deadlines. | Essential | Application Form / Interview |
| Good communication and team-working skills | Essential | Application Form / Interview |
| **Attributes** |  |  |
| Pro-active and ability to work with little supervision and on multiple tasks and drive change to increase productivity | Essential | Application Form / Interview |
| Commitment to manage a team which is focused on driving customer value/Ability to work in a customer-focused environment | Essential | Application Form / Interview |
| Flexible approach to additional tasks requested | Essential | Application Form / Supporting Statements/ Interview |
| Strategy-minded and understand all aspects of the business | Desirable | Supporting Statements/ Interview |
| Ability to maintain positive attitude | Essential | Supporting Statements/ Interview |
| Commitment to excellent standards of customer care | Essential | Application Form / Supporting Statements/ Interview |

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* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement as part of their application to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.