

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



## PERSON SPECIFICATION

JOB TITLE: COMMERCIAL PROPERTY MANAGER

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate
Education & Qualifications	1	Educated to NVQ Level 3 standard or equivalent.	E	*					*
	2	Relevant business management qualification at L3 or above is desirable	D	*					*
Knowledge & Experience	1	Experience in a similar role overseeing successful commercial, hospitality or business centre management including provision of events, catering and resource management.	E	*	*				
	2	Professional communication skills (written and oral) with a high success rate in building and maintaining relationships	E	*	*				
	3	Strong Customer Service Skills, including the ability to remain flexible and calm in high pressure or continually changing situations.	E	*	*				
	4	Experience of effective planning and organisation of services, including the ability to prioritise and multi-task in a demanding environment.	E	*	*				
	5	Proven experience of policy development and implementation	E	*	*				
	6	IT literate with good working knowledge of conference audio-visual presentation systems, Microsoft Office Suite, and the ability to operate basic office equipment	E	*	*				
	7	Excellent commercial awareness and effective budget management skills.	E	*	*				

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	8	Experience of managing and motivating a successful team of staff	D	*	*				
	9	Proven success in generation of new business and sound knowledge of marketing techniques, including social media promotion..	E	*	*				
	10	Experience and knowledge of dealing with commercial tenant leases	D	*	*				
	11	Understanding of Health and Safety in a Centre environment.	E	*	*				
Personal Skills	1	An effective communicator and negotiator with sound relationship management and interpersonal skills	E	*	*				
	2	A 'people' person with a positive and enthusiastic approach who demonstrates a desire and passion to be the best	E	*	*				
	3	Entrepreneurial and innovative approach to developing and driving new business	E	*	*				
	4	Pragmatic; Ability to be hands-on as well as strategic and be a trouble-shooter	E	*	*				
	5	Agile with an ability to deal with shifting priorities and issues	E	*	*				
Additional Requirements	1	Flexible approach with an ability to work outside normal office hours, including evening and weekends	E	*	*				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	3	Full Driving Licence	E	*					