

# The Courtyard

## Person Specification

**Post:** Customer Sales & Retail Manager

**Department:** Marketing & Sales

Personal Skills Characteristics	Essential	Desirable	Method of Assessment	Short listing Criteria
<b>1. Experience</b>				
Experience of working in a Box Office or Front of House environment		✓	AF/I/R	
Experience of working in a retail environment	✓		AF/I/R	✓
Experience of working in the arts		✓	AF/I/R	
Sales or Customer Service experience in a public environment	✓		AF/I/R	✓
Experience of leading/managing a team with proven ability to motivate and inspire results	✓		AF/R	✓
Have experience or knowledge in purchasing, managing profit margins and stock holding levels		✓	AF/I/R	✓
Administration and reporting experience	✓		AF/I/R	✓
Experience of Customer Relationship Management systems	✓		AF/I/R	✓
<b>2. Qualifications and Training</b>				
Numerate and literate to GCSE level or equivalent	✓		AF/CQ	✓
Degree level in a relevant subject or equivalent work experience		✓	AF/CQ	
Customer care, sales or management qualification		✓	AF/CQ	
<b>3. Skills and Knowledge</b>				
Excellent organisational skills	✓		AF/I/R	✓
Excellent communicator, both verbal and written - able to influence all stakeholder levels	✓		AF/I/R	✓
Knowledge of the arts sector		✓	AF/I	
Excellent networking skills		✓	AF/I	
Strong and confident negotiation skills	✓		AF/I	✓
Proven managerial skills	✓		AF/I	✓
Computer literate, especially Microsoft package with extensive knowledge of Excel	✓		AF/I	✓
<b>4. Personal Qualities</b>				
Extremely strong ability to work on own initiative, unsupervised with confidence	✓		AF/I/R	✓

Experience of working in a team & good team player	✓		AF/I/R	✓
Ability to work efficiently at a fast pace, under pressure and to tight deadlines	✓		AF/I/R	✓
A creative flair and meticulous attention to detail	✓		AF/I/R	✓
Calm, structured and flexible approach		✓	AF/I	
Proactive with excellent problem-solving skills		✓	AF/I	
An interest in the arts		✓	AF/I	
Confident and outgoing		✓	AF/I	
5. Personal Circumstances				
Ability to work flexible and antisocial hours	✓		AF/I/R	✓
Current driving license and car available for business use or access to a car/being driven		✓	AF/I	
6. Physical Requirements				
Good sickness/attendance record in current/previous employment, college or school as appropriate (not including absences resulting in disability)	✓		I/R	

Key: AF = Application Form, I = Interview, CQ = Certificate or qualification, R = References

This specification has been prepared in accordance with the requirements of The Courtyard's Equal Opportunities in Employment Policy.

Specification completed by: **Jessica Prosser**

Designation: **Head of Marketing & Sales**

Date: **January 2020**