THE COURTYARD
Person Specification

Post: Relief House Manager Department: Operations

Personal Skills Characteristics	Essential	Desirable	Method of Assessment	Shortlisting Criteria
1. Experience				
Experience of customer service	√		AF/I/R	√
Experience of working in a demanding front-line environment	√		AF/I/R	
2. Qualifications and Training				
Numerate and literate to GCSE level or equivalent	✓		AF/CQ	✓
Degree level in relevant subject or equivalent work-related experience		✓	AF/CQ	
Customer care qualification		✓	AF/I/CQ	
First aid qualification		✓	AF/I/CQ	
3. Special Skills knowledge				
Good organisational skills	✓		AF/I	✓
Knowledge of Microsoft Office software	✓		AF/I	✓
Good keyboard/computer skills	✓		AF/I	
Experience of using CRM software, particularly Artifax and Spektrix		✓	AF/I	
Knowledge of the arts sector		✓	AF/I	
Awareness of Health & Safety and experience of risk assessment		√	AF/I	
4. Personal Qualities				
Ability to work on own initiative.	√		I/R	
Honest, trustworthy and reliable	✓		I/R	
Ability to work to deadlines	✓		I	
Good communication skills, both written and verbal	✓		I/R	
Smart personal presentation	✓		I/R	
Ability to work neatly and accurately	✓		I/R	
Passionate regarding accessibility and inclusivity in The Arts	✓		I/R	

Personal Skills Characteristics	Essential	Desirable	Method of Assessment	Shortlisting Criteria
An interest in working in an arts environment	✓		I	
5. Personal Circumstances				
Able to work flexible hours	√		I	
Current driving licence and car available for business use		✓	AF	
Able to work unsociable hours	✓		I	
6. Physical Requirements				
No serious health problems which are likely to impact upon job performance (that is, one that cannot be accommodated by reasonable adjustments). This role involves manual handling (lifting and moving of heavy furniture).	✓		I/R	
Good sickness/attendance record in current/previous employment, college or school as appropriate, (not including absences resulting from disability).	✓		I/R	

Key: AF – application form, I – interview, CQ – certificate of 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 **Katie Owen**

Designation **House Manager**

Date **June 2021**