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| --- | --- |
| **Employee Specification – Retail Support Manager** |  |

St Gemma’s Hospice is an equal opportunities employer and endeavours to recruit the best person for each vacancy regardless of gender, race, religion or belief, age, sexual orientation, disability or any other factor irrelevant to the ability to do the job. Employees are required to follow the Personnel policies and procedures supporting recruitment and selection.

| **Attributes** | **Essential** | **Desirable** | **How identified**  **Interview = I Application form = A** |
| --- | --- | --- | --- |
| **Experience** |  |  |  |
| Experience of managing projects and tasks across multi-site locations | ✓ |  | A / I |
| Experience in an Operations Management role | ✓ |  | A / I |
| Management of staff and/or volunteers | ✓ |  | A /I |
|  |  |  |  |
| **Qualifications/Training** |  |  |  |
| Advanced Microsoft suite/Office 365 and exceptional Excel skills | ✓ |  | A / I |
| Knowledge of applicable Health & Safety legislation | ✓ |  | A / I |
|  |  |  |  |
| **Skills/Abilities** |  |  |  |
| Good people skills and effective leadership skills, professional manner with both internal and external contacts. | ✓ |  | I |
| Planning and organisational skills | ✓ |  | A / I |
| Ability to plan effectively and meet deadlines | ✓ |  | A / I |
| Ability to form good working relationships with managers, staff and volunteers at all levels. | ✓ |  | I |
| Ability to prioritise own workload and that of others | ✓ |  | A / I |
| Ability to communicate effectively, both written and oral | ✓ |  | A / I |
| Ability to set and achieve operational goals | ✓ |  | A / I |
|  |  |  |  |
| **Personal Attributes** |  |  |  |
| Ability to drive and have use of a car | ✓ |  | A / I |
| Ability to be adaptable and work flexibly | ✓ |  | A / I |