

### Person Specification

<b>Job Title</b>	Head of Operations	<b>Req No</b>	.
<b>Prepared by</b>	Convention Centre Director	<b>Date</b>	Jun-17
<b>Essential Criteria – Vital requirements for the post holder</b>			
<b><u>Relevant Experience:</u></b>			
<p>A proven track record of successfully managing operational services and building facilities, both in house and contracted, in a large venue or equivalent commercial operation.</p> <p>Has good commercial experience.</p> <p>Experience of driving and developing customer service initiatives and ensuring continuous quality improvement in a venue or equivalent commercial operation.</p> <p>Experience gained within a people based business providing strong leadership and direction.</p>			
<b><u>Qualifications/training:</u></b>			
<p><b><u>Special Knowledge:</u></b></p> <p>Understands how to manage and deliver the event requirements of a diverse conference and exhibition</p>			
<b><u>Disposition/attitude:</u></b>			
<p>Has immediate credibility, maturity and strong interpersonal skills.</p> <p>Good motivator and leader of staff - Leads by example</p> <p>Good people and resource management skills</p> <p>Approachable and visible to staff and clients</p> <p>Good communication and networking and presentation skills</p> <p>Good at building relationships (e.g. with clients, visitors, stakeholders, contractors, unions, employees)</p> <p>Self starter with the confidence to be able to deliver under pressure</p> <p>Empathy towards the public sector whilst also demonstrating a commercial edge</p> <p>Tenacious</p>			
<b><u>Practical/intellectual:</u></b>			
<p>Has strong commercial awareness with a good sense of managing operational issues</p> <p>Ability to think strategically and show vision and manage competing priorities</p> <p>Ability to develop detailed knowledge of the business, its services and potential</p> <p>Able to evaluate risk</p> <p>Is financially astute and has managed large and complex budgets</p> <p>Organised, effective, efficient, a self starter and has experience of driving continuous improvement</p> <p>Appreciates the importance of quality customer service</p>			
<b><u>Physical Requirements:</u></b>			
<p>Has drive and energy</p>			
<b><u>Additional Requirements:</u></b>			
<p><b>Desirable Criteria – Additional requirements relevant to the post</b></p> <p>Knowledge/previous experience of the exhibitions or events industry; this could be from either the 'venue' or the 'organiser' side.</p> <p>Experience in the conference/exhibition industry</p> <p>A qualification or degree in facilities management</p> <p>NEBOSH Health &amp; Safety Certificate including Fire Safety</p>			