


PERSON SPECIFICATION

Job title: Seven Sisters Visitor Services Manager
Directorate: Corporate Services

Completing your application form – Those criteria marked with a star  above will be assessed from your application form and will determine which candidates are shortlisted for interview. You are advised to ensure that you demonstrate on your application form how you meet each of these criteria, giving details of your qualifications and examples of specific experience.

Requirements & Criteria	Essential/ Desirable	Criteria marked with a star will be assessed from your application form. Please see below for further details
Knowledge/Experience		
Experience of delivering quality high level customer service	E	★ - Essential 1
Experience of working in a commercial environment	E	★ - Essential 2
Experience of delivering high quality visitor experience and / or events in a visitor attraction or nature setting	E	★ - Essential 3
Supervisory experience in the hospitality/tourism industry	D	
Experience of budget management	E	★ - Essential 4
Experience of managing a staff team to achieve outcomes and objectives	E	★ - Essential 5
Understanding of health and safety and risk assessment requirements	E	★ - Essential 6
Understanding the ethos of National Parks/countryside and environmental issues	D	
Experience of marketing and communications	D	
Education/Qualifications		
Experience of working in a similar post	E	★ - Essential 7
Level 3 award in Food Safety (This is an essential requirement for the role. Training will be funded by SDNPA if you are not already qualified)	D	★ - Desirable 1
Relevant degree/professional qualification in sustainable tourism/commercial management	D	
First Aid at Work Certificate (This is an essential requirement for the role. Training will be funded by SDNPA if you are not already qualified)	D	
Personal alcohol licence (This is an essential requirement for the role. Training will be funded by SDNPA if you are not already qualified)	D	
Skills/Abilities		
Ability to lead and motivate a team	E	★ - Essential 8
Ability to demonstrate clear understanding of tourism issues and the impact and role of them in a Country Park	E	

Ability to identify commercial opportunities and deliver results	E	★ - Essential 9
Excellent communication, presentation and engagement skills	E	★ - Essential 10
Ability to work well under pressure	E	
Management and facilitation skills – including conflict management	E	
Flexible attitude to working hours	E	