

# Person Specification –Rocks and Wheels Centre Manager

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## **Knowledge & Proven Ability**

- Evidence of relevant experience in hospitality/ outdoor or allied fields.
  - Ability to keep updated of relevant job developments and industry standards.
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## **Leadership and Team Management**

- Evidence of successfully leading and developing a team and individuals.
  - Evidence of driving performance through effective management.
  - Evidence of an empowering leadership style, enabling others to grow and become leaders.
  - Understands the issues in other related teams, and ensures common goals are achieved.
  - Ability to unite team members through support, praise and challenge.
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## **Business Development**

- A strong track record of achieving commercial results.
  - Commercial analytical skills.
  - Proven ability to recognise patterns/ trends and adapt quickly and effectively.
  - Personally driven to meet and exceed agreed targets.
  - Evidence of ability to introduce innovative service development to increase user base.
  - Knowledge/Experience of marketing is desirable and some understanding of how to oversee / contract support from a PR / social media point of view.
  - Awareness of National and international trends & opportunities in the industry
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## **Reporting**

- Experience of providing business reports to a line manager or governing body.
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## **Budget Management**

- A clear understanding of the budgeting process.
  - An ability to build and manage to agreed income and expenditure budgets.
  - Evidence of the ability to take appropriate remedial action where necessary.
  - A clear personal sense of accountability for budget compliance.
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**Self management  
Planning Organising**

- Evidence of the organisation necessary for effective working.
- Demonstrable ability to plan and monitor key elements of own and other's work.
- The ability to prioritise multiple pressures, and maintain, for self and others, a healthy balance.
- The ability to seek guidance quickly and appropriately, when the need arises.

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**Customer focus**

- Demonstrable understanding of our customer base and its needs.
- Evidence of reacting quickly to customer needs and resolving concerns.
- Proven ability to effectively communicate with customers and colleagues
- Demonstrable ability to focus teams on developing and achieving clear customer service standards.

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**Interpersonal Skills**

- Presents and exchanges information openly with colleagues
- Examples of clear, focused communication.
- Proven ability in consulting and briefing others to ensure full understanding is achieved.
- Demonstrable experience of handling conflict situations confidentially .

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**Quality, continuous  
improvement and  
innovation**

- Evidence of working to essential standards and procedures.
  - Proven ability to work with others to improve the quality of services
  - Evidence of trying new and different ways to get the job done.
  - Ability to generate new ideas for creatively applying existing practices or processes
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