



## Person Specification

### Centres Development Officer

SECTION	CRITERIA
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Evidence of Continued professional development</li> </ul>
<b>Skills, Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of team work to deliver high quality catering, functions and events</li> <li>• Experience of managing the customer journey with booking agreements</li> <li>• Experience of developing partnership initiatives</li> <li>• Experience of line management, carrying out one to ones, and carrying out appraisals</li> <li>• Knowledge of setting costing for operational budgets in relation to activities and events</li> <li>• Knowledge of Financial Regulations and Standing Orders</li> <li>• Experience of coordinating events and developing marketing materials</li> <li>• Experience of customer profiling and development of new initiatives</li> <li>• Experience of developing risk assessments and accident reporting</li> <li>• Ability to work as part of a team</li> <li>• Experience of customer service delivery</li> <li>• Able to work flexible hours</li> </ul>
<b>Key Responsibilities of Role</b>	
<ul style="list-style-type: none"> <li>• To take responsibility for the customer experience to coordinate all requirements for hirers requests. Liaising and working with the in house operations and facilities team to ensure systems are in place, and any additional team support is coordinated effectively ensuring a great customer experience.</li> <li>• To be the main point of contact for functions and events and developing customer agreements and packages in line with the centres pricing policy.</li> <li>• To ensure that agreements are established, in place and signed for all hirers and shared with the team and charged appropriately.</li> <li>• To work with the Catering Team for the centres on bookings to developing the menu offer to hiring customers.</li> <li>• To be proactive in the development of new and innovative offers to attract new</li> </ul>	

customers and increase the membership base for the centres.

- To ensure that the customer experience is clear and understood by all team members including caretaking and reception teams through direct links with the Assistant Centres Manager responsible for Operation and Facilities.

**Key Team Relationships:**

- **Assistant Centres Manager Operations**
- **Assistant Centres Manager Facilities**
- **Centres Catering colleagues**
- **Centres Reception & Caretaking Team**

**Key Internal working relationships are with:**

- **Community Investment Team & WCHG Colleagues**
- **Communications Team**

**Key External working relationships are with:**

- **External agencies**
- **Private hirers**
- **Daily customers**
- **Stakeholder Board**