

PERSON SPECIFICATION
Director of Commercial Operations & Hospitality Services

Criteria	Essential/ Desirable	Application Form / Supporting Statement / Interview
1. Demonstrable commercial awareness, with experience of Commercial income generation and identifying opportunities for future growth.	Essential	Supporting Statement / Interview
2. Experience of delivering successful strategic and operational leadership in a complex organisational environment with multiple stakeholders.	Essential	Supporting Statement / Interview
3. Experience of driving successful commercial strategies, generating strategic goals relating to commercial activity and achieving significant revenue growth.	Essential	Supporting Statement / Interview
4. Excellent analytical and problem-solving skills to identify business opportunities and make commercial decisions informed by data.	Essential	Supporting Statement / Interview
5. Demonstrable ability to lead negotiations with potential customers and suppliers.	Essential	Supporting Statement / Interview
6. Exceptional interpersonal and communication skills, with the ability to engage with senior leaders.	Essential	Supporting Statement / Interview
7. Experience leading and managing teams, both direct reports and also wider influence over other staff.	Essential	Supporting Statement / Interview
8. Understanding of the importance of legislative requirements relating to the provision of accommodation.	Essential	Supporting Statement / Interview
9. Demonstrable ability to communicate effectively with students, staff, and internal and external stakeholders.	Essential	Supporting Statement / Interview
10. A logical approach to problem solving with a focus on detail and high levels of accurate target tracking performance.	Essential	Supporting Statement / Interview
11. Collaborative and a strong team player.	Essential	Supporting Statement / Interview
12. Recognised Marketing qualification (e.g. Chartered Institute of Marketing) or equivalent.	Desirable	Application Form / Supporting Statement

13. Educated to Degree, or equivalent, level.	Desirable	Application Form
14. Experience relating to the Higher Education sector.	Desirable	Application Form / Supporting Statement / Interview
15. Experience relating to hospitality services such as residential accommodation, cleaning, and catering.	Desirable	Supporting Statement / Interview
16. Knowledge of Prevent Duty as applied to educational and sport settings.	Desirable	Supporting Statement / Interview
17. Knowledge of the Equality Act (2010).	Desirable	Supporting Statement / Interview

- Application Form – assessed against the application form and where appropriate, curriculum vitae. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- Interview – assessed during the interview process by either competency based interview questions, tests, work-related exercise, presentation or teaching session etc.