



Person Specification

Job Title: Assistant Operations Manager

Selection Criteria: CV & Cover letter - Interview

CRITERIA	STANDARD	ESSENTIAL/ DESIRABLE	MEASURED BY
Work Experience	Experience working in an Aquatic, leisure or events industry	Essential	Proof of employment (i.e application, Personal reference etc)
	Minimum 1 years management experience in the leisure industry	Essential	Proof of employment including the position and responsibilities. (i.e job description, Personal reference etc)
	Proven Leadership ability	Essential	Proof of employment including the position and responsibilities.
	Delivers excellent customer service	Essential	Interview
	Experience of prioritising a demanding workload to tight deadlines	Essential	Application/ interview
	Degree or equivalent level education	Desirable	Certification
	Minimum 1 years Event Management Experience	Essential	Proof of employment
	Effectively communicates with internal and external customers and staff	Essential	Interview
Knowledge	Technical and industry knowledge, process of CPD.	Essential	Proof of employment / certification
	IT skills in excel and word	Essential	Interview stage

	Knowledge of the management of a multi-use site	Desirable	Proof of employment Skills test
	Knowledge of Gladstone computer system	Desirable	Asked at interview
	Technical and industry knowledge	Desirable	Application Interview
Skills	"Can Do" attitude	Essential	Interview stage
	IOSH – Institute of Occupational Safety and Health	Desirable	Proof of qualification.
	First Aid qualified	Desirable	Current Certificate
	Customer Service	Essential	Employment history / certification
	Knowledge/experience of working directly with Safeguarding	Desirable	Interview stage
	National Pool Lifeguard Qualification	Essential	Proof of qualification.
	Pool Plant Operators Qualification	Essential	Proof of qualification