



Person Specification – Operations Manager

Job Purpose and Role

To lead on the future development of Swindon Town Centre. To provide appropriate support, advice and guidance to all various stakeholders as members of the Company.

To act as a catalyst, facilitator and point of co-ordination for all Swindon Town Centre businesses and the wider community beyond. To develop and implement initiatives which enhance the image of the Town Centre to each of its various markets.

The Person Specification sets out the various selection criteria which are essential for this post and against which the recruitment panel will assess applications.

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Experience

Key: D – Desirable E- Essential

1.	Significant experience of a similar role working on a strategic and tactical level with partner agencies across a similar environment	D
2.	Strategic and operational background in Town/City centre management	D
3.	Understanding of working with multi-agency teams from the statutory, private and voluntary sector	E
4.	Experience of managing a small operational team in pressured environment	E
5.	A good understanding of managing a Town Centre trading environment	D
6.	Proven track record in financial management.	D
7.	An understanding of public realm improvements, regeneration, evening economy and any other initiatives which affect the trading environment of the Town Centre	D
8.	You will have extensive shopping centre or retail marketing experience, a proven track record in delivering successful retail campaigns and considerable experience of high level partnership working.	D

**Selection
Skills, knowledge and abilities:
Criteria**

1.	Ability to work autonomously and as part of a team	E
2.	Marketing and strong communication skills both verbal and written	E
3.	Commitment to providing excellent customer service	D
4.	Strong interpersonal skills	E
5.	Numerate and articulate	E
6.	Flexibility and problem solving ability	D

**Selection
Personal Qualities:
Criteria**

1.	Determination, drive and the ability to deliver effectively in a complex partnership environment	E
2.	To have a real flair and interest for the development of Swindon Town Centre	E
3.	A natural communicator, with exceptional influencing skills, you will also have a demonstrable track record of strong leadership and excellent project management.	E