**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | RVC Shop Manager | RVC Shop Manager | EXR-0098-24 |
| **Grade:** | 5 | **Department:** | External Relations |
| **Accountable to:** | Head of Engagement (Alumni, Community, Public) and Events | **Responsible for:** | Casual Staff |
| **PS created by/ or reviewed by:** |  | **Date PS created/ reviewed:** |  |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| Knowledge and Experience | Educated to A-level standard or equivalent qualification or demonstrable appropriate experience.  Demonstrable ability to communicate and build relationships with individuals of all levels and organisations.  Excellent IT skills – standard desktop packages and database usage  Ability to train, manage and supervise casual staff.  Retail and/or customer service experience | Experience of working in a Higher Education environment  Experience of EPOS systems and online shopping systems |
| Service Delivery | Excellent interpersonal skills and experience of building effective relationships with internal and external contacts to deliver excellent service.  Reporting on financial data and income/expenditure |  |
| Communication | Excellent written and verbal communication skills  Positive and proactive face to face customer relationship experience in retail environment  Ability to communicate proactively and reactively to build strong relationships with individuals and organisations. |  |
| Teamwork and motivation | Be an effective team player and participate actively in teams.  Willingness to learn new skills. |  |
| Initiative & Problem solving | Experience working independently, managing own workload and setting priorities.  Ability to think on your feet being proactive in resolving issues but knowing when refer to others.  Ability to understand the needs of relevant stakeholders. |  |
| Planning and organising | Flexibility in working hours (weekend and evening work for events)  Excellent planning, reporting and organisational skills |  |