**PERSON SPECIFICATION (PS)**

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

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| **Job Title:**  | Commercial Operations Manager | **Job ref no:** | PSD-0073-25 |
| **Grade:**  | 5 | **Department:** | Students’ Union |
| **Accountable to:**  | Head of Students’ Union | **Responsible for:** | Casual Bar Staff |
| **PS created by/ or reviewed by:** | Callum Roberts | **Date PS created/ reviewed:** | 13/01/25 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
|  | Educated to degree level or equivalent professional experience. | A relevant qualification in business management, hospitality, or commercial operations. |
|  | Evidence of strong numeracy and financial acumen. | Personal License for the sale of alcohol or willingness to obtain it upon appointment. |
| **Demonstrable relevant experience** |  |  |
|  | Proven experience in managing commercial operations, such as bars, retail, or similar revenue-generating ventures. | Experience in a Students’ Union, membership organisation, or other student-focused environment. |
|  | Experience of financial oversight, including budgeting, forecasting, and delivering against financial targets. | Experience of working within a licensed premises, ensuring compliance with licensing laws. |
|  | Demonstrable experience in identifying and developing new revenue streams. | Experience in managing marketing and promotional activities for commercial services. |
|  | Experience of managing teams, including recruitment, training, and performance management. |  |
|  | Experience in negotiating contracts and managing supplier relationships. |  |
|  | Knowledge of compliance requirements, including health and safety regulations, licensing laws, and GDPR. |  |
|  | An understanding of financial risk assessment and mitigation. |  |
|  | Awareness of effective stakeholder engagement practices. |  |
| **3. Skills**  |  |  |
|  | Strong strategic planning skills, with the ability to identify and capitalise on commercial opportunities. | Strong understanding of trends in the hospitality or retail sectors, particularly as they relate to student demographics. |
|  | Excellent financial management skills, including the ability to interpret and act on financial data. | Knowledge of ethical and sustainable business practices. |
|  | Exceptional communication and interpersonal skills, with the ability to build relationships with a wide range of stakeholders. |  |
|  | Strong organisational and time-management skills, with the ability to prioritise and delegate effectively. |  |
|  | Ability to lead and motivate teams to achieve high performance. |  |
|  | Proficiency in IT systems, including Microsoft Office, and familiarity with POS and inventory management systems. |  |
| **Communication** |  |  |
|  | Excellent verbal and written communication skills, with the ability to adapt style to suit different audiences, including students, staff, and external stakeholders. | Experience in communicating commercial strategies or financial information to non-specialist audiences, such as student representatives or Trustees. |
|  | Strong interpersonal skills, with the ability to build positive relationships and negotiate effectively with a wide range of stakeholders. | Experience in managing feedback channels and using feedback to inform improvements in services. |
|  | Ability to present information clearly and concisely, including preparing reports and delivering presentations. |  |
|  | Proven ability to handle difficult or sensitive conversations with professionalism and discretion. |  |
| **Behavioural** |  |  |
|  | Proactive and innovative mindset, with a results-driven approach. | A collaborative leader who fosters creativity and team innovation. |
|  | Commitment to inclusivity and diversity in the workplace. | Strong ethical values aligned with the Union’s objectives and mission. |
|  | Flexible and adaptable, with the ability to work occasional evenings and weekends as required. |  |
|  | Customer-focused attitude, with a passion for enhancing the student experience. |  |
| **Special Requirements** |  |  |
|  | Eligible to work in the UK. | Familiarity with advertising partnerships or sponsorship arrangements. |
|  | Willingness to undertake training and development relevant to the role. | A clean UK driving license. |