



Flitwick Town Council

Person Specification – Business Operations Manager

Key Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• GCSE's at Grades (A* to C) or equivalent• Good level of Further or Higher Education	<ul style="list-style-type: none">• Marketing, Business or Event Management degree
Technical Skills	<ul style="list-style-type: none">• Understanding of project management principles• Proven ability to develop budgets and effectively manage financial, physical and human resources• Proven knowledge of technology and information systems	<ul style="list-style-type: none">• Project Management qualification
Relevant Experience	<ul style="list-style-type: none">• Proven track record in carrying out Market Research including the development of campaign plans• Maintain & develop positive business relationships• Experience in planning events and various functions in order to be cost effective• Ability to develop new business opportunities in order to increase revenue• Operations management experience• Proven day to day management experience and ability to develop a capable workforce• Previous experience in meeting legal requirements including Health & Safety Legislation• Proven experience in customer orientation and all that goes along with developing high customer standards	<ul style="list-style-type: none">• CMI or ILM Management qualification• CMS or DMS



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Skills and Attributes	<ul style="list-style-type: none">• Excellent communication skills• Ability to get on with people at all levels and influence them• Strong problem solving and innovative skills• Strong sales and negotiation techniques• Team working and leadership skills• Time management and organisational skills• Familiar with different research methods and their sustainability• Strategic thinking and ability to implement strategy• Ability to produce coherent well written reports and plans	
Personal Qualities	<ul style="list-style-type: none">• Flexible and positive attitude• Commitment to on-going personal development• Attention to detail• Ambitious and results focused• A team player with a proven track record of working independently• Passionate about new media technologies and emerging trends	