**PROVAN HALL COMMUNITY MANAGEMENT TRUST**

**PERSON SPECIFICATION**

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| **Job title: Engagement Assistant** |
|  | **Essential** | **Desirable**  |
| **Qualifications, Education and Training** |  |  |
| Qualification or training in education, heritage/arts, tourism, venue management or any relevant qualification/training  |  | X |
| **Knowledge and Experience** |  |  |
| Experience in working with the public | x |  |
| Knowledge of cultural/ heritage context | X |  |
| Experience in facilities or operations assistance |  | X |
| Experience in general administration |  | X |
| Knowledge of relevant health and safety requirements | X |  |
| Experience in delivering workshops, talks, tours etc to the public | x |  |
| **Skills** |  |  |
| Excellent interpersonal and communication skills | X |  |
| Ability to work with people of all ages, from early years, children, adults to elderly and adapt communication methods accordingly to suit each age and ability group.  | X |  |
| Ability to work flexibly to changing organisational requirements, including responding to incidents and events outwith normal working hours | X |  |
| Ability to manage workload with completing priorities | X |  |
| Ability to work unsupervised and on own initiative | X |  |
| Values |  |  |
| A belief in the value of providing excellent customer service  | X |  |
| A commitment to ensuring the local community understands its local heritage | X |  |