

Person Specification General Manager

Role title:	General Manager
Essential personal/ interpersonal attributes	<ul style="list-style-type: none"> • High level interpersonal skills notably tact and diplomacy • Initiative and problem-solving skills • Good communicator both within the organisation and outward-facing • Good at developing and deepening relationships, especially with board, members, volunteers, stakeholders and funders • An ability to inspire and motivate others • Capable of leading and motivating colleagues and co-workers • Proactive, self-starter, able to work flexibly and independently with limited day-to-day supervision • A committed collaborative worker
Essential technical competencies/ experience/ knowledge	<ul style="list-style-type: none"> • Experience of third-sector working environment • Experience of working in membership-focussed organisations and membership growth and retention • Strong digital and IT skills, including using website content management systems and popular social media platforms for promotion and marketing • Experience in coordinating and organising events in person and online • Experience in stakeholder engagement and management • Proven track record or demonstrable capability in fundraising • Experience in staff and volunteer management • Degree level or comparable experience of business administration in the heritage/not for profit sectors
Desirable experience/ skills	<ul style="list-style-type: none"> • Detailed knowledge of the World Heritage sector and processes in the UK • Established reputation in the heritage/World Heritage/not for profit sectors • Experience of business development • Employment experience in public, charitable and private sectors • Senior level experience in a comparable organisation