Tyne and Wear Fire and Rescue Service

Person specification

Business Development Manager

CATERGORY	CRITERIA	MEASURE
EDUCATION/ QUALITFICATIONS	Degree level (or equivalent) in a relevant discipline or significant relevant experience. Excellent literacy and numeracy.	AF/I/C AF/I
WORK EXPERIENCE	Experience of: • Administration management • Customer Service • IT systems/data analysis • Proven success within face-to-face and telephone-based sales • Working in a Fire Service with operational competence	 AF/I AF/I AF/I AF/I AF/I
SKILLS/ KNOWLEDGE/ APTITUDE	Skills: • Well developed administration management skills. • Excellent literacy, numeracy and verbal skills. • Well developed interpersonal skills. • Training issues • Negotiating skills and ability to build relationships Knowledge of: • Microsoft Word and Excel • understanding of training issues • Dealing with internal and external stakeholders. The ability to: • Monitor, gather, evaluate and report upon customer service related data • Work unsupervised • Research and present information on pertinent topics • Liaise with Training Centre staff, service providers and both internal and external customers • Manage and audit course/student invoicing • Monitor resource use and provide reports • Monitor and review quality standards • Implement/monitor and evaluate marketing strategies • Take responsibility for the organisation of resources and Centre facilities • Assist with the maintenance of Centre facilities	 AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
OTHER	Ability to meet the transport requirements of the post.	AF/I

MEASURE CODE

AF - Application form C - Certificates
I - Interview