Person Specification: **Radio Dacorum Development Manager**

**Review competency framework to develop your person specification**

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|  | Essential | Desirable |
| Educational Qualifications  Professional Qualifications | English and Maths GCSE | Edexcel BTEC Level 3 Certificate in Creative Media Production (Radio)  OR  NCFE Level 2 Certificate in Radio Production |
| Skills and Experience | Experience managing and working with volunteers  Managing complex projects | Knowledge of Community Radio |
| Leadership/ Self Management | Takes responsibility for finding out about the work of other Community  Action Dacorum departments,  and shares knowledge and skills with others.  Understands how feelings and emotions may impact on performance and controls emotions to  minimise negative impact.  Gives clear information and direction to those they work with, ensuring objectives are met.  Gives timely, constructive and specific feedback through their line manager on what has been done well  and where there is room for improvement. |  |
| Team Work | Networks, builds and maintains relationships with a range of teams  Actively develops relationships with key contacts around CAD.  Influences and works with other  teams/volunteers to achieve common goals.  Builds and maintains constructive and open working relationships with colleagues.  Takes personal responsibility in supporting, coaching and training others, and helping them through  issues. |  |
| Effective Communication | Makes time to listen to others, asks open questions, and shows a genuine interest in their contributions.  Handles objections in a planned way.  Engages with members/customers and colleagues to understand needs and aspirations.  Able to encourage others to adopt preferred approaches by explaining positive benefits.  Structures their communication logically and concisely |  |
| Customer Member Support | Moves customer/member thinking forward, helping the team understand issues beyond their day-today work.  Balances resources and responsibilities to meet service delivery requirements.  Takes initiative to get things started and manage follow-ups as appropriate |  |
| Getting Things Done | Responds positively and constructively to changes in priority and unexpected requirements.  Supports others and works to consistently maintain and raise level of service or support.  Anticipates the outcome of situations and acts accordingly. Takes prompt action.  Keeps own skills up to date and develops knowledge through continued learning.  Assists/delivers on the setting and cascading of  Community Action Dacorum/departmental/team/individual objectives. |  |