

Job Title:	City Centre Manager		
Grade:	CV One Band 2 – Senior Management		
Section:	Central Services	Responsible to:	Chief Executive
Location:	1 Castle Yard		

Job Requirements	
Communication Skills:	Anticipates potential blocks to effective communication and develops ways to address these by professionally handling sensitive and/or complex issues and maintaining a consistent picture of business strategies and goals.
Relationship Building:	Seeks out and establishes mutually useful business relationships which could have a beneficial impact on the Company, building effective networks and encouraging individual/team involvement.
Planning and Organising:	Turns broad strategy into objectives for others, anticipating possible set backs and creating alternative plans, facilitating a flow of ideas and information and projecting future resources required.
Analysis and Decision Making:	Explores possible underlying causes of a problem, identifying implications and evaluating different view points to facilitate sound conclusions and informed decisions.
Responsibility and Ownership:	Provides leadership throughout the function demonstrating a positive and consistent approach to the Company's vision and values, taking ultimate responsibility for meeting the strategic goals of own department and creating an environment in which others can take full responsibility for their work.
Change and Creativity:	Creates an environment where change is readily accepted and employees recognise the opportunities change presents, redirecting the focus of others' activities as necessary ensuring employees feel valued and their concerns are addressed, and encouraging experimentation and championing new ideas.
Team Skills:	Breaks down barriers to effective cross Company team performance, providing strong direction, leadership and support whilst maintaining a team presence, recognising effort and commitment and encouraging a spirit of success whilst promoting a culture of "we".
Development of Others:	Identifies clear sequential steps for developing others' knowledge, skills or behaviours, assessing strengths and weaknesses by gathering information on work performance from varied sources.

Customer Focus:	Actively benchmarks Company products and service standards against external trends and competitive best practice through a process of audit and review of service standards, influencing staff in the adoption of customer focused behaviour and the promotion of the concept and practice of internal customer/supplier alignment.
Role Related Knowledge:	Challenges and leads current thinking in the Company for their specialism, tackling specialist problems from a strategic perspective, anticipating the impact of issues in the "industry"/"sector" on own specialism and applying a breadth of up to date knowledge to handle broad issues.
Special Requirements:	Experience of project planning and management Proven track record of innovation and continuous improvement Self starter with ability to act on own initiative and take colleagues with them Preferably an understanding of retail and leisure sector and commercial property market Strong written, verbal and presentation skills