

Job Title	Range	Development Route	Duties	Level 2 Intermediate Apprenticeship
Customer Service Apprentice	Apprentice Level 2	Internal Apprenticeship Programme including working towards achieving all the qualifications required to successfully complete the Apprenticeship	See Job Profile for full duties. Main duties include: Support the work of the heritage service as an Apprentice	First year Salary: £12,348 ¹ per annum (level 2)
				Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship. The apprentice works within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion. This Apprenticeship currently offers a Customer Service Standard apprenticeship and functional skills Maths and English as required.
Job Title	Range	Development Route	Duties	One Level
Customer Service Advisor	Range 1	Complete the Customer Service Advisor Apprentice Programme New Customer Service Advisor developing their service specific skills	See Job Profile for full duties. Main duties include: To become part of the team that successfully operates Medway Council heritage sites. To provide excellent customer service. To provide a high-quality frontline response to customers. This will be by telephone, e-mail, and face to face. There will also be a requirement to liaise with internal and external partners.	Salary: £22,072
				<p>Requirements at this level: Delivering excellent customer service always in relation to admission, retail sales, taking payments, serving customers, taking bookings, handling telephone enquiries, and undertaking any other customer-facing duties.</p> <p>Qualifications Completed or working towards Customer Service Apprenticeship GCSE (or equivalent) in English and Mathematics; or ability to demonstrate proficiency in both subjects.</p> <p>Knowledge To demonstrate a basic knowledge of the sites and activities, admission policies and prices</p> <p>Experience Apprenticeship experience of successfully delivering excellent customer service Experience of serving customers, dealing with enquiries</p> <p>Skills Keyboard skills and computer literacy Communication: Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation Personal Organisation: Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines, making best use of resources and new technology.</p>

¹ Salaries accurate as of financial year 2024/25

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Customer Service Advisor	Range 2	<p>Career Progression from range 1 Customer Service Advisor</p> <p>Opportunity to commence the Senior Customer Advisor / trainee programme</p>	<p>See Job Profile for full duties. Main duties include:</p> <p>To provide, oversee and consistently deliver excellent customer service to all customers.</p> <p>To assist senior staff to ensure the site operates safely, efficiently, and effectively always.</p> <p>Take day-to-day responsibility for the effective financial governance of the site as required to by the management team.</p> <p>To provide leadership to the wider customer advisor team, assist with mentoring, training and development.</p>	<p>Salary: £22,597</p>	<p>Salary: £23,299</p>	<p>Salary: £24,000</p>
				<p>Requirements at this level in addition to Range 1 Customer Service Advisor:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Completed Level 2 Customer Service Apprenticeship or equivalent GCSE (or equivalent) in English and Mathematics; or ability to demonstrate proficiency in both subjects. <p>Knowledge</p> <ul style="list-style-type: none"> Good knowledge of the sites and activities, admission policies and prices Good understanding of computerised till systems and its functions. Knowledge of and able to describe what customer service is <p>Experience</p> <ul style="list-style-type: none"> Experience of successfully delivering excellent customer service Experience of serving customers, dealing with inquiries and pro-actively selling retail/activities 	<p>Requirements at this level in addition to level 2A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Managing Health and Safety e learning Emergency First aid at work to support emergency situations <p>Knowledge</p> <ul style="list-style-type: none"> Increased knowledge of sites Using knowledge to offer site tours suited to the customer need delivering key information and messages about the site. Knowledge of finance targets. Strong understanding of computerised till systems and its functions. Understands what is meant by excellent customer service <p>Experience</p> <ul style="list-style-type: none"> Experience in selling products to customers Ensuring Medway Council sites always operate safely and securely when on shift. Experience in supervising administrative processes. 	<p>Requirements at this level in addition to level 2A and 2B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> To be accepted onto the Senior Customer Advisor Candidate/trainee programme (annual application process) Begin Level 3 team leader apprenticeship / Level 3 Business Administrator/ or Level 3 Customer Service Specialist Performance Appraisal training In house training courses bespoke to position <p>Knowledge</p> <ul style="list-style-type: none"> Excellent knowledge of all the sites and activities, admission policies and prices Excellent administrative knowledge of the computerised till systems and its functions Knowledge of day-to-day operations for the building Utilising knowledge within and external to the Council to identify opportunities to increase participation throughout sites <p>Experience</p> <ul style="list-style-type: none"> Experience of consistently delivering excellent customer service Experience in assisting management to introduce and deliver new programmes which reflect the interests of customers_ Experience of ensuring compliance with health and safety regulations and that customer advisors have

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
				<p>Skills</p> <ul style="list-style-type: none"> • Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation • Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines, making best use of resources and new technology • Experience of thoroughly analysing information, and considering alternative solutions, adapting to new ways of working where necessary. • Experience of contributing to change and listening to new ideas. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to supervise the retail operation including reviewing sales data, assisting centre management on stock ordering and ensuring stock is always available and well presented. 	<p>undertaken all relevant training and development.</p> <p>Skills</p> <ul style="list-style-type: none"> • Able to develop the management skills to provide leadership to customer advisors and to take responsibility for ensuring Medway Council sites operate safely and securely. • Able to articulate opportunities to increase participation and put forward these suggestions to senior management.
Senior Customer Advisor	Range 3	<p>Career progression from Range 2C</p> <p>Opportunity to commence the Heritage Development Officer trainee programme</p>	<p>See Job Profile for full duties. Main duties include:</p> <p>To line manage the customer service team to deliver excellent customer service, giving customers the opportunity to visit sites in safe and enjoyable environment.</p> <p>Providing leadership to customer advisor teams on shift.</p> <p>Responsibility for ensuring Medway Council sites operate safely and securely, supporting day to day operations of the site, including opening and locking up procedures.</p>	<p>Salary: £24,525</p> <p>Requirements at this level after completing Range 2C trainee programme:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Level 3 team leader / Level 3 Business Administrator or Level 3 Customer Service Specialist apprenticeship • 3-day First aid at Work <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of and the ability to use these to interpret data and prepare reports for management team • Excellent understanding of business, setting and achieving targets. • Excellent knowledge of day-to-day site operations 	<p>Salary: £26,897</p> <p>Requirements at this level in addition to level 3A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • In house training courses bespoke to position as detailed in Senior Customer Advisor site specific programme <p>Knowledge</p> <ul style="list-style-type: none"> • Good knowledge of how teams work with other services and takes a proactive approach towards helping others. • Knowledge of how complaints are dealt with promptly to ensure customers' reasonable needs are met within the remit of the site, ensuring the manager 	<p>Salary: £29,268</p> <p>Requirements at this level in addition to level 3A and 3B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • To be accepted onto the Heritage Development Officer trainee programme • IOSH equivalent level Health and Safety course • In house training courses bespoke to position <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of Identifying opportunities to increase participation throughout the sites and manage expenditure, and putting forward suggestions to the senior management

				<p>Experience</p> <ul style="list-style-type: none"> • Experience of providing general information, advice and guidance on internal procedures relating to finance • Experience of serving customers, dealing with enquiries and pro-actively selling admissions/retail/activities • Experience of successfully promoting events and activities <p>Skills</p> <ul style="list-style-type: none"> • Excellent ICT skills • Managing business improvement projects within a site. • Ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. 	<p>is made aware of all complaints received.</p> <p>Experience</p> <ul style="list-style-type: none"> • Experience of supervising others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members' actions and errors. • Experience of meeting income targets and understanding budgets • Experience of having a shared responsibility for developing policies and procedures relating to customer service, which have a significant impact on the organisation. <p>Skills</p> <ul style="list-style-type: none"> • Ability to set clear direction for, develop, manage and coach productive, high performing teams covering more than one area of activity/in more than one workplace. • Ability to handle and process cash/documentation relating to considerable financial amounts accurately. 	<p>Experience</p> <ul style="list-style-type: none"> • Managing and delivering new projects / programmes which reflect the interests of customers. <p>Skills</p> <ul style="list-style-type: none"> • Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary. • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<p>Heritage Development Officer Includes</p> <ul style="list-style-type: none"> - Education - Museum collections - Identified Projects (can be externally funded) 	Range 4	<p>Degree level Qualification to support the role (or equivalent experience)</p> <p>Level 5 qualification in leadership and management</p> <p>IOSH equivalent level Health and Safety course</p> <p>Opportunity to commence the Heritage</p>	<p>See Job Profile for full duties. Main duties include:</p> <p>To manage and deliver high quality activities that give customers the opportunity to enjoy the councils Heritage attractions, taking responsibility for ensuring Medway Council heritage sites operate safely and securely.</p> <p>To support the operations manager in the effective day-to-day management of staff at one of Medway Council's heritage sites, meeting the needs of customers.</p>	<p>Salary: £29,793</p>	<p>Salary: £32,602</p>	<p>Salary: £35,410</p>
				<p>Requirements at this level after completing Range 3C candidate programme:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Higher / further education heritage related qualification to degree level or equivalent experience • Relevant Apprenticeship standard • Level 5 qualification in leadership and management • Relevant health and safety, first aid and other qualifications commensurate with 	<p>Requirements at this level in addition to level 4A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Evidence of continuing to achieve the necessary qualifications as detailed in the site-specific programme and expertise to deliver excellent customer service, and work and plan across a range of activities commensurate with the needs of Medway Council heritage sites. 	<p>Requirements at this level in addition to level 4A and 4B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • To be accepted onto the Heritage Operations Manager trainee programme • Continued CPD to support service delivery and increasing income. • Bespoke programme of in-house training courses

		<p>Operations Manager trainee programme</p>	<p>Deliver on service plan targets for the sites: Deliver Heritage Education programme (education), manage collections (Museum collections), Deliver site projects</p> <p>To deputise for site Heritage Operations Manager as and when required too.</p>	<p>the needs of the service to provide a safe environment for customers and staff.</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of establishing effective internal and external partnerships to maximise opportunities and increase income targets by offering affordable opportunities to all Medway residents and visitors, maximising the use of all available facilities. <p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a heritage site or comparable customer-facing facility • Experience of leading a site team ensuring excellent customer service is always offered. • Experience of providing suitable training and personal development for staff, including Performance Appraisals, in order that they can conduct their duties competently and responsibly. • Experience of delivering projects and working within and achieving income targets • Experience of managing staff and casual employees <p>Skills</p> <ul style="list-style-type: none"> • Providing an effective communication system which ensures all staff understand the centre's targets and their individual roles and responsibilities. • Ability to deliver on service plan targets for the sites • Ability to ensure the successful day-to-day operation of the sites by providing a safe environment for customers to visit, 	<ul style="list-style-type: none"> • Bespoke programme of in-house or external sector specific training courses relevant to Heritage role and as detailed in the Heritage programme <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of budget responsibility for expenditure and delivery of site income targets as set in agreement with the Operations Manager and within the overall budget agreed for the service • Knowledge of planning projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice. • Knowledge and experience of making best use of resources, effectively managing budgets, information and contract bookings considering health and safety issues. <p>Experience</p> <ul style="list-style-type: none"> • Experience of putting forward proposals for increasing visitors and income in the heritage sites and undertake tasks as set out by senior staff, working safely and efficiently within agreed parameters • Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way. • Experience of overseeing the management of business projects at other sites in the portfolio. <p>Skills</p> <ul style="list-style-type: none"> • Able to build and develop productive teams, setting clear objectives and identifying better ways of working, managing change effectively. • Able to demonstrate a detailed knowledge of the service and the wider organisational context and how this interface with Members and possess 	<p>Knowledge</p> <ul style="list-style-type: none"> • Begin to develop the required knowledge as listed within the role of Heritage Operations Manager <p>Experience</p> <ul style="list-style-type: none"> • Previous demonstrable experience (minimum 36 months) within the Range 4 role <p>Skills</p> <ul style="list-style-type: none"> • Able to work independently and deal with unexpected problems and situations with confidence • Confident in dealing with unusual situations where there are no recognised procedures in place • Follows good financial practice in accordance with local requirements, as
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				<p>ensuring compliance with all Health and Safety regulations and ensuring the facilities continue to meet nationally recognised standards</p> <ul style="list-style-type: none"> • Ability to understand the vision and interpret it to develop practical and achievable work plans. • Ability to act as a role model to promote equality and manage diversity in the workplace and service provision, ensuring everyone has appropriate and fair access and support 	<p>the skills required to take a lead role in ensuring partnerships work.</p> <ul style="list-style-type: none"> • Excellent oral and written communication skills, with an adaptable style and able to use a variety of information and tailor style to suit different needs 	<p>set out in financial regulations and procedures.</p>
Heritage Operations Manager	Range 5	<p>Heritage related education to degree level qualification or equivalent experience.</p> <p>Level 5 leadership and Management qualification.</p> <p>Industry recognised Health & Safety qualification</p> <p>Opportunity to commence the Senior Heritage Operations Manager trainee programme and undertake a Level 6 chartered manager apprenticeship</p>	<p>See Job Profile for full duties. Main duties include:</p> <p>To take operational management of one or more of Medway Council’s Heritage facilities.</p> <p>To lead and co-ordinate the delivery of projects across Medway Council Heritage sites to maximise and increase annual income targets.</p> <p>Carrying out analysis and evaluation by using information and intelligence to support improvement whilst developing performance management targets of Medway Council Heritage sites to ensure cost effective access to attractions and initiatives to visitors</p>	<p>Salary: £35,935</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Heritage related education to degree level qualification including completion of the Heritage Operations Manager trainee programme • Industry recognised Health & Safety qualification at what level? • Senior Management qualification, Level 5 management and leadership. • Suite of e learning courses and management level courses as provided by council workforce development • Other qualifications demonstrated to be commensurate with the needs of the service position as detailed in Heritage Operations Manager site specific programme • Relevant health and safety, first aid and other qualifications commensurate with the needs of the service <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of the full range of procedures, policies and concepts involved in the role 	<p>Salary: £38,775</p> <p>Requirements at this level in addition to level 5A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Suite of e-learning courses and management level courses as provided by council workforce development • Continued CPD to support service delivery and increasing income. • Bespoke programme of in-house and external sector specific training courses as detailed in the Heritage Operations Manager site specific programme <p>Knowledge</p> <ul style="list-style-type: none"> • Advanced theoretical, practical and procedural knowledge across a Tourism & Heritage area 	<p>Salary: £41,614</p> <p>Requirements at this level in addition to level 5A and 5B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • To be accepted onto the Senior Heritage Operations Manager trainee programme • Level 6 chartered manager apprenticeship • Other qualifications demonstrated to be commensurate with the needs of the service • Bespoke programme of in-house training courses <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of developing plans for the medium term (several months up to a year) to ensure that work is completed

				<ul style="list-style-type: none"> Confidently and consistently provides good quality advice and guidance based on specialist/technical knowledge. Knowledge of and successfully communicates corporate message to the teams and, ensures all teams are aware of how his/her roles fits in with the council's objectives and values. <p>Experience</p> <ul style="list-style-type: none"> Experience of managing a site or comparable customer-facing facility Experience of setting and achieving income targets Experience of working within an agreed budget while providing effective service delivery to the benefits of customers Experience of managing staff and casual employees An understanding of the legislative framework relative to Heritage and/ or museums related activities <p>Skills</p> <ul style="list-style-type: none"> Ability to manage a team Adapts well to new ways of working Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting. Written and numerical communication is accurate and well presented. 	<ul style="list-style-type: none"> Knowledge, skills and responsibility for large expenditures from an agreed budget. Knowledge of and translates the council's Core Values into practice at work. Knowledge of the organisation's priorities and how the role fits in and can explain this to others Knowledge of and offers solutions for improvements to working practices and identifies where more efficient working could make savings. <p>Experience</p> <ul style="list-style-type: none"> Experience of monitoring the effects of own decisions and prepared to take ownership for own actions. Experience of setting clear direction for, developing, managing and coaching productive, high performing teams in more than one workplace. Experience of interpreting and providing guidance on external regulations relating to employees. <p>Skills</p> <ul style="list-style-type: none"> Accountable for large expenditures of up to £50000 from an agreed budget or income, with supervision, and including setting, monitoring and ensuring effective spend of budget Ability to analyse and interpret varied and complex information. Can analyse and interpret technical, procedural, and specialist information and compose correspondence and reports, using technology as required Thinks creatively to find solutions Shows a willingness to keep abreast of developments in area of work 	<p>to the standard and timescales required.</p> <ul style="list-style-type: none"> Knowledge of managing problems as they arise, acts decisively and within limits of authority. Knowledge of the development of workforce plans and procedures <p>Experience</p> <ul style="list-style-type: none"> Experience of being the management lead on area of business for the service, i.e. Health and Safety, Safeguarding, Customer Service. Experience in dealing with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately for wider services <p>Skills</p> <ul style="list-style-type: none"> Ability to work independently and deal with unexpected problems and situations with confidence. Confident in dealing with unusual situations where there are no recognised procedures in place. Ability to follow good financial practice in accordance with local requirements, as set out in financial regulations and procedures.
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Senior Heritage Operations Manager	Range 6	<p>Level 6 Chartered manager Apprenticeship</p> <p>Health & Safety qualification Management qualification</p> <p>Opportunity to support individual development to apply for a Range 7 position when available within relevant service or wider service vacancy arises</p>	<p>See Job Profile for full duties. Main duties include:</p> <p>To manage Medway Council's heritage sites.</p> <p>Ensuring all sites are meeting the needs of visitors and increasing income and footfall whilst working within agreed budgets.</p> <p>To take on management responsibilities to improve all services across all heritage sites</p> <p>To line manage range 5 heritage staff.</p> <p>Demonstrating strategic vision for development for heritage attractions</p>	<p>Salary: £42,139</p>	<p>Salary: £44,915</p>	<p>Salary: £47,691</p>
				<p><u>Requirements at this level:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> Heritage related education to degree level qualification or equivalent management experience. Industry recognised management of Health & Safety qualification (IOSH level) Level 6 Chartered manager Apprenticeship Suite of e-learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Advanced knowledge of operating large scale customer facilities. Knowledge of advanced theoretical, practical, procedural and organisational policy across both Tourism and Heritage specialist areas. Understands and complies with the council's Core Values and priorities and the impact of the role and/ team in enabling the council to effectively meet its priorities. Knowledge of and experience in successfully carrying out all elements of the line management role for all teams managed Knowledge of being accountable for large expenditures of up to £50000 from an agreed budget, including setting, monitoring and ensuring effective spend of budget 	<p><u>Requirements at this level in addition to level 6A:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> Suite of e learning courses and management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in-house training courses <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Displays a range of expertise where the opportunity and need for imaginative thinking is not limited to defined policies. Regularly offers fresh ideas and innovative solutions to problems. 	<p><u>Requirements at this level in addition to level 6A and 6B:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> Bespoke to individual development, providing supports service needs. Continued CPD to support service delivery and increasing income. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Works independently within defined procedures, and can work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Medway Heritage Manager	Range 7	Level 7 Senior Leaders master's Degree apprenticeship or equivalent Health & Safety qualification Senior	See Job Profile for full duties. Main duties include: To take strategic management of Medway Council's Heritage Services. Initiate, manage and implement service plan requirements for all Medway Council	<p>Experience</p> <ul style="list-style-type: none"> • Experience of managing more than one site and/ or comparable customer-facing facility • Experience of setting and achieving income targets • Experience of working within an agreed budget while providing effective service delivery to the benefits of visitors • Experience of managing employees and understanding payroll • Experience of dealing with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately. <p>Skills</p> <ul style="list-style-type: none"> • Follows good financial practice in accordance with local requirements, as set out in financial regulations and procedures. • Accurately monitors finances to avoid wastage and keep within agreed budgets. • Can analyse and interpret complex technical, procedural, or specialist information and compose correspondence and reports, using technology as required • Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of managing all stakeholder expectations and communicates effectively when making plans or dealing with organisational change. • Experience of and confident in dealing with unusual situations where there are no recognised procedures in place. • Experience of implementing regulations relating to health and safety (where appropriate) efficiently. • Can provide information to help others understand policies and procedures • Experience of business planning to successfully reach income targets <p>Skills</p> <ul style="list-style-type: none"> • Ability to analyse and interpret varied and complex information. Develops strategies and solutions for the medium and long term • Can interpret and analyse detailed, comprehensive information and use it to develop options and/or present innovative solutions • Uses well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences 	<p>Experience</p> <ul style="list-style-type: none"> • Monitors the effects of own decisions and prepared to take ownership for own actions • Carries out tasks which impact on the wellbeing of people, including assessing needs, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. <p>Skills</p> <ul style="list-style-type: none"> • Able to think strategically and assess the "bigger picture". • Effectively undertakes long term planning. • Adapts well to new ways of working • Effectively prioritises and plans own and team's (if appropriate) work to achieve successful completion of project/programme. • Provides advice, guidance and information and constructive feedback, to enable employees to carry out their roles effectively
				<p>Salary: £48,216</p> <p>Requirements at this level:</p> <p>Qualifications</p>	<p>Salary: £50,588</p> <p>Requirements at this level in addition to level 7A:</p> <p>Qualifications</p>	<p>Salary: £52,959</p> <p>Requirements at this level in addition to level 7A and 7B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Bespoke to individual development, providing supports service needs.

		<p>Management qualification (NEBOSH)</p> <p>Opportunity to support individual development to apply for a Range 8 position when available within relevant service or wider service vacancy arises</p>	<p>operated heritage sites, and the wider team, as agreed with the Head of Service.</p> <p>To identify and lead implementation of major heritage initiatives.</p> <p>Direct responsibility for effective management and development of partnerships with key national partners</p> <p>To line manage the senior heritage operations manager.</p>	<ul style="list-style-type: none"> Heritage related education to degree level qualification or equivalent management experience. Level 7 Senior Leaders master’s Degree apprenticeship or equivalent Industry recognised senior management of Health & Safety qualification (NEBOSH level) Suite of e learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <p>Knowledge</p> <ul style="list-style-type: none"> Understanding operational and strategic service management, as part of the management team for Sport Leisure, Tourism and Heritage <p>Experience</p> <ul style="list-style-type: none"> Experience of delivering against service plan targets for Medway Heritage as part of the management team for Sport Leisure, Tourism and Heritage Experience of managing in different settings or comparable customer-facing facility Experience of providing specialist information, advice and guidance on internal policies and procedures relating to finance and interpretation of these in relation to specific circumstances. Experience in leadership and management of programmes and projects Experience of managing employees <p>Skills</p> <ul style="list-style-type: none"> Leading effective business change to ensure the business develops and improves. 	<ul style="list-style-type: none"> Suite of e learning courses and senior management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in-house training courses <p>Knowledge</p> <ul style="list-style-type: none"> A strong knowledge and understanding of the council’s budgetary systems and financial accounting. Setting targets for the service based on financial review and analysis. <p>Experience</p> <ul style="list-style-type: none"> Managing an effective training and development programme for all Medway Heritage staff Experience of setting and achieving financial targets Performance management and target setting. Experience of working within an agreed budget while providing effective service delivery to the benefits of customers <p>Skills</p> <ul style="list-style-type: none"> Excellent interpersonal skills. To be able to resolve difficult and sometimes confrontational situations and impose 	<ul style="list-style-type: none"> Continued CPD to support service delivery and increasing income. <p>Knowledge</p> <ul style="list-style-type: none"> Displays a high level of industry expertise where the opportunity and need for imaginative thinking is not limited to defined policies. Regularly offers fresh ideas and innovative solutions to problems, and has both capacity and capability to lead change <p>Experience</p> <ul style="list-style-type: none"> Experience of dealing with Member questions and responding in a political manner. Experience of analysing and interpreting varied and complex information, developing strategies and solutions for the medium and long term Substantial experience of managing, supervising, co-ordinating and training other employees where required <p>Skills</p> <ul style="list-style-type: none"> Ability to cope well under extreme pressure and difficult situations, able to identify and act on own development needs.
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Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sport, Leisure, Tourism & Heritage Manager	Range 8	Opportunity to support individual development to apply for a Service Manager position when available within relevant service or wider service vacancy arises	<p>See Job Profile for full duties. Main duties include:</p> <p>To have operational management responsibility for Medway Council's Medway Sport, Leisure, Heritage and Tourism Services. This includes initiating, managing and implement service plan requirements for all Medway Council operated facilities, as agreed with the Head of Service.</p> <p>This role also deputising for the Head of Service when required.</p>	<p>Salary: £53,484</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Sports or a Tourism & Heritage related education to degree level qualification or equivalent management experience. • Level 7 Senior Leaders master's Degree apprenticeship or equivalent • Industry recognised senior management of Health & Safety qualification (NEBOSH level) • Suite of e learning courses and management level courses as provided by council workforce development. • Other qualifications demonstrated to be commensurate with the needs of the service. <p>Knowledge</p> <ul style="list-style-type: none"> • A sound understanding of operational and strategic service management, for Sport Leisure, Tourism and Heritage • Complete understanding of income and expenditure targets as set with the Head of Service, with the knowledge to deliver against them 	<p>requirements on unreceptive customers without access to senior officers</p> <ul style="list-style-type: none"> • Ability to remain calm and think clearly under pressure, dealing with several highly complex tasks during one period. • Uses well developed communication skills to present complex/sensitive information in an understandable way, to senior managers. <p>Salary: £55,856</p> <p>Requirements at this level in addition to level 8A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Suite of e learning courses and senior management level courses as provided by council workforce development • Continued CPD to support service delivery and increasing income. • Bespoke programme of in-house training courses <p>Knowledge</p> <ul style="list-style-type: none"> • Leading innovation and business change development to enhance income generation across all sites. 	<p>Salary: £58,227</p> <p>Requirements at this level in addition to level 8A and 8B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Bespoke to individual development, providing supports service needs. • Continued CPD to support service delivery and increasing income. <p>Knowledge</p> <ul style="list-style-type: none"> • Developing collaborative partnerships across the council to ensure service plan targets are met.

				<p>Experience</p> <ul style="list-style-type: none"> • Experience of setting of service plan targets for Sport Leisure, Tourism and Heritage • Experience of preparing and presenting written reports to Corporate Management Teams and/or elected Member Committee's • Experience of undertaking direct responsibility for the management of a large diverse workforce, empowering people to achieve objectives and service goals <p>Skills</p> <ul style="list-style-type: none"> • Managing effective business change to ensure the business develops and improves. • Demonstrating an innovative approach to business models and target setting. 	<p>Experience</p> <ul style="list-style-type: none"> • Increasing Medway's regional, national and international profile - recognising Medway is a great place to live, work, learn and visit • Designing and managing an effective training and development programme for all Medway Sport & leisure, and Tourism & Heritage staff • Experience of setting and achieving financial targets • Performance management and target setting. <p>Skills</p> <ul style="list-style-type: none"> • Excellent interpersonal skills. To be able to resolve difficult and sometimes confrontational situations and impose requirements on unreceptive customers without access to senior officers • Ability to remain calm and think clearly under pressure, dealing with several highly complex tasks during one period. • Uses well developed communication skills to present complex/sensitive information in an understandable way, to senior managers. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of analysing and interpreting varied and complex information and developing strategies and solutions for the long term <p>Skills</p> <ul style="list-style-type: none"> • Developing and managing effective service level projects and programmes • Establishing effective internal and external partnerships to maximise opportunities to increase external funding for service wide activities in Medway.
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