

**Person Specification**

Job Title: Deputy Lodge Manager

Department: Lodge

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| **Knowledge** | * Administrative experience with the following software: Microsoft Office, Outlook.
* Robust working knowledge of security processes and procedures.
* Practical understanding of Health and Safety regulations and ability to communicate them to others.
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| **Experience** | * Previous experience in hospitality, reception, security or front of house role is essential.
* Previous experience of supervising colleagues would be an advantage.
* Experience of working in a university or college environment would be an advantage.
* Experience with Salto and CCTV.
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| **Approach to work** | * Be self-driven & pro-active.
* Excellent coordination skills.
* An experience with working around sensitive data and the importance of data protection (GDPR compliant).
* Excellent planning and prioritization skills.
* Maintain a clean and organised work environment.
* A disciplined approach to work with an ability to exercise effective personal judgement where necessary.
* A high level of accuracy & attention to detail
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| **Communication** | * A willingness to problem solve.
* Excellent listening skills.
* Resilience - being able to handle complaints professionally.
* Excellent phone manner.
* Respond to customer enquiries in a friendly and timely manner.
* Outstanding customer service skills.
* Excellent verbal and written communication skills.
* Ability to deal with security and behavioural issues appropriately.
* Ability to work effectively on own initiative and as part of a team.
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Please note: candidates will require DBS clearance as an essential requirement of this role