

**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. |
| **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. |
| **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 |
| **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. |

Please note: candidates will require DBS clearance as an essential requirement of this role