

## Person Specification – Support Services Manager

	Essential	Desirable
<b>Qualification</b>	<p>Relevant qualification in either Catering or Domestic Services.</p> <p>Food Hygiene Qualification (intermediate or advanced)</p>	Management qualification to degree level or equivalent
<b>Experience &amp; Knowledge</b>	<p>Relevant management experience in a hospitality environment.</p> <p>Knowledge of managing a Hotel Service e.g. catering, domestic and maintenance.</p> <p>Experience of staff management including recruitment, appraisals, training and development</p> <p>Experience in sourcing and overseeing maintenance and service contracts</p> <p>An understanding of the importance of confidentiality</p>	<p>Experience of working with budgets</p> <p>Experience of managing staff in a Care Home or similar environment</p>
<b>General Aptitude</b>	<p>Strong communication skills</p> <p>Strong organizational skills</p> <p>Able to use standard MS office packages (Word/Outlook/Excel)</p>	
<b>Specific Skills</b>	Formal health and safety training to an intermediate standard, i.e. "Safety at Work".	First Aid qualifications
<b>Personal Qualities</b>	<p>Flexibility to alternate working pattern, provide cover and attend emergencies outside of normal working hours</p> <p>Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.</p>	