

Person Specification - Support Services Manager

	Essential	Desirable
Qualification	<p>Relevant qualification in either Catering or Domestic Services.</p> <p>Food Hygiene Qualification (intermediate or advanced)</p>	<p>Management qualification to degree level or equivalent</p>
Experience & Knowledge	<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>
General Aptitude	<p>Strong communication skills</p> <p>Strong organizational skills</p> <p>Able to use standard MS office packages (Word/Outlook/Excel)</p>	
Specific Skills	<p>Formal health and safety training to an intermediate standard, i.e. "Safety at Work".</p>	<p>First Aid qualifications</p>
Personal Qualities	<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>	

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