

## Hospitality Manager – Person Specification

Essential (E)  
Desirable (D)

### Experience

- Previous relevant experience of managing overnight accommodation such as Hostel/B+B and campsite E
- Experience of working with education clients including under 18s in a residential setting D
- Experience of managing people and resources effectively E
- Experience of managing budgets and working towards set targets E
- Experience and knowledge of online booking systems E
- Experience of managing residential group booking enquiries and provision D
- Experience of reporting effectively to the Board of Trustees and CEO D
- Understanding of sustainability and how to apply it at every level of delivery of quality and service D

### Skills/Abilities

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- Ability to ensure high standards of customer service to support our ethos of exceeding expectations E
- Ability to motivate your team and develop their skillsets and knowledge in support of business development E
- Ability to work collaboratively within the context of a wider team E
- Ability to contribute effectively to the overall management of The Sustainability Centre by working with other Team Leaders E

### The Sustainability Centre

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