



## Accommodation Assistant – Person Specification

	Essential (E)	Desirable (D)
<b>Qualifications/ Education / Knowledge</b>		
<ul style="list-style-type: none"> <li>➤ Knowledge and understanding of the hospitality industry</li> <li>➤ Understanding of customer service and the need to recognise the specific requirements of a wide range of groups</li> <li>➤ Understanding of the importance of policies to safeguard children and vulnerable adults</li> <li>➤ Understanding of Health and Safety legislation and practice</li> <li>➤ Ability to carry out routine tasks while maintaining high standards work</li> <li>➤ First Aid at Work certificate</li> <li>➤ Knowledge of the environmental and/or Sustainable Development sector</li> <li>➤ Unendorsed Driving Licence / Car Driver</li> <li>➤ Food hygiene certificate</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>➤ Experience of using IT including email and in-house IT systems e.g. Booking Systems</li> <li>➤ Experience of working in the hospitality/hostel industry</li> <li>➤ Experience of working with children and young people in a residential setting</li> <li>➤ Experience in the environmental and/or sustainable development sector</li> </ul>	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	

<b>Skills/Abilities</b>	
<ul style="list-style-type: none"> <li>➤ The ability and willingness to work flexibly</li> <li>➤ The ability to work with a range of different groups including corporate clients, schools and groups of vulnerable adults</li> <li>➤ Ability to work on own initiative, prioritise and manage your own time and workload</li> <li>➤ Ability and willingness to identify and attend training</li> <li>➤ Ability to undertake practical and physical work</li> <li>➤ Ability to carry out routine maintenance and repairs</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>
<b>Personal Qualities</b>	
<ul style="list-style-type: none"> <li>➤ Friendly and approachable</li> <li>➤ Empathetic, enthusiastic and committed</li> <li>➤ Creative with a positive approach to problem solving</li> <li>➤ Firm commitment to Equal Opportunities, Anti-discriminatory practice and Health and Safety</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>