

Head Housekeeper Person Specification

No.	Essential	Desirable	Assessed by
Experience/Knowledge			
Experience working as a Housekeeping Assistant or in a supervisory role with a strong focus to customer service	x		CV and Interview
Proven track record of successfully leading people	x		Interview
Background in a busy hotel or organisation operating in the leisure or hospitality industry	x		CV
Experience of supervising and leading a team of staff, leading by example and motivating staff to deliver	x		CV and Interview
Working knowledge of Health & Safety processes and management of these	x		
Skills & Abilities			
Takes personal pride in doing a good job	x		CV and Interview
Able to provide exceptional customer service	x		CV and Interview
Great team player and can take ownership and responsibility	x		CV and Interview
Confident and outgoing nature		x	Interview
Able to communicate effectively at all levels	x		Interview
High standard of personal appearance	x		Interview
A good eye for detail	x		CV and Interview
Strong leadership skills	x		Interview
Competent and confident in use of IT	x		CV and Interview
Other			
Be available for occasional overtime	x		Interview
Be available for regular evening, weekend and bank holiday work	x		Interview



