

**Patterdale Hall Estate  
Assistant Manager (Fixed-Term) - Person Specification**

No.	Essential	Desirable	Assessed by
<b>Experience/Knowledge</b>			
Experience working as an Assistant Manager or in a supervisory role with a strong focus to customer service	x		CV and Interview
At least 2 years experience in a customer facing environment - preferably in a similar or relatable role		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
Demonstrable prior experience of social media marketing i.e. taking quality photos/videos and writing interesting and engaging content		x	CV and Interview
Knowledge of Patterdale and surrounding areas		x	Interview
<b>Skills &amp; Abilities</b>			
Open and approachable personality with a 'can do' attitude	x		CV and Interview
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, especially with cleanliness and presentation	x		CV and Interview



Strong leadership skills	x		Interview
Highly competent and confident in use of IT	x		CV and Interview
Good written skills	x		CV and Interview
Excellent communication skills	x		CV and Interview
Highly organised	x		CV and Interview
Able to prioritise effectively, dealing with the here and now requirements but planning for forthcoming days and weeks (e.g. staffing, stocking, maintenance)	x		CV and Interview
Other			
Be available for occasional overtime	x		Interview
Be available for regular evening, weekend and bank holiday work	x		Interview

