

Recruitment person specification

Post being recruited for: Facilities and Housekeeping Assistant

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

| Category | Essential | Desirable (not every post needs desirable requirements) |
|-------------------------------------|---|---|
| Experience | | |
| Knowledge, skills and understanding | <ul style="list-style-type: none"> Experience and knowledge of Infection Control procedures. | <ul style="list-style-type: none"> Experience and knowledge of Health and Safety guidelines as they pertain to working in a residential environment, e.g. COSHH. Elementary food hygiene certificate. |
| Qualifications and training | <ul style="list-style-type: none"> General level of literacy. | |
| Job specific requirements | <ul style="list-style-type: none"> Ability to work evenings and weekends as required. | |

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

- Customer focused**
- Is respectful and courteous to customers/clients
 - Understands and resolves customer/clients' needs
 - Takes opportunities to improve customer/client services
 - Is aware of service levels expected and strives to meet them

- Seeks and acts on feedback from customers/clients
- Supports others when dealing with customers/clients.

Works Effectively with others

- Treats others in a fair and equal manner
- Considers and respects other people's ideas/opinions
- Co-operates with others in the workplace
- Adapts own views and ideas for the good of the team
- Goes out of their way to help others.

Managing change

- Is willing to try new or different ways of working
- Displays a flexible attitude to duties and responsibilities
- Reprioritises own work when deadlines are changed
- Helps others to adapt to change.

Taking Ownership and Responsibility

- Manages own time effectively and works productively
- Responds positively to feedback and takes appropriate action
- Ensures own knowledge and skills are sufficient for the job
- Considers how own behaviour affects others and changes accordingly
- Recognises and acts when something needs to be done

Communicating Effectively

- Listens carefully and asks questions if understanding is unclear
- Uses simple and clear language
- Seeks advice when necessary
- Provides clear and accurate information
- Uses appropriate body language and eye contact.

Planning and Decision Making

- Works in a planned and organised way
- Follows instructions and procedures
- Understands what decisions can be taken within own duties and makes them when required
- Takes account of available resources when planning own work activities.