









PERSON SPECIFICATION

Job Title: Service Assistant



Assessment Criteria	Essential	Desirable	Identified
Knowledge and Experience	<ul style="list-style-type: none"> Evidence of researching Service Assistant role. 	<ul style="list-style-type: none"> Previous experience of professional cleaning, catering, portering services, working with the public, e.g. customer services, retail. Experience/knowledge of Decontamination, e.g. Hydrogen Peroxide Vapour/UVA. Proven work record. 	AF / In
Qualifications/Training	<ul style="list-style-type: none"> Numerate and literate. Communicates clearly in writing. 	<ul style="list-style-type: none"> Basic Food Hygiene Certificate Evidence of development, skills, 	AF / In

		knowledge and abilities. <ul style="list-style-type: none"> • IT skills – Microsoft. • Experience of using software systems. 	
Personal Attributes & Skills	<ul style="list-style-type: none"> • Can communicate verbally with others clearly & courteously. • Polite, reliable, responsible. • Understands how to maintain good working relationships. • Experience of team work. • Have ability to work efficiently, effectively and professionally. • Can demonstrate an understanding of the importance of cleaning. • Can demonstrate an understanding of Health & Safety. • Give practical examples of safe practices. 	<ul style="list-style-type: none"> • Knowledge of customer care skills • Awareness or risk assessment • Knowledge of COSHH. • Awareness of Infection Prevention & Control. 	AF / In
Demonstrates our We Care values and the DBTH Way	<div>  Demonstrate an understanding of the importance of quality of care. </div> <div>  Demonstrate that you will be open to improving everything that you do. </div> <div>  Be accountable for own actions and those of their team. </div> <div>  Demonstrate that everyone's contribution is valued. </div> <div>  Have an ability to work efficiently, effectively and professionally in a multidisciplinary team. </div> <div>  Work to ensure the care group/directorate improves efficiency and reduces waste. </div>		

	 Displays networking skills.		
	 Have an ability to consider and implement new solutions.		

Key for 'Identified': AF = Application form, In = Interview, P = Presentation, REF= References, CERT=Certificates