









## PERSON SPECIFICATION

**Job Title:** Service Assistant



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

	<ul style="list-style-type: none"> <li>• Holds a Driving licence minimum cat B</li> </ul>	knowledge and abilities. <ul style="list-style-type: none"> <li>• IT skills – Microsoft.</li> <li>• Experience of using software systems.</li> </ul>	
<b>Personal Attributes &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Can communicate verbally with others clearly &amp; courteously.</li> <li>• Polite, reliable, responsible.</li> <li>• Understands how to maintain good working relationships.</li> <li>• Experience of team work.</li> <li>• Have ability to work efficiently, effectively and professionally.</li> <li>• Can demonstrate an understanding of the importance of cleaning.</li> <li>• Can demonstrate an understanding of Health &amp; Safety.</li> <li>• Give practical examples of safe practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of customer care skills</li> <li>• Awareness or risk assessment</li> <li>• Knowledge of COSHH.</li> <li>• Awareness of Infection Prevention &amp; Control.</li> </ul>	AF / In
<b>Demonstrates our We Care values and the DBTH Way</b>	<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