



Person Specification

Job Title:

Housekeeper (Including Cleaning, Kitchen Assistant & Laundry)

Notes of Guidance for Candidates

For each criteria, you must show in your application form how you meet that criteria in order to be shortlisted for interview. The information you give on your application form will be expanded upon at interview. By the end of the selection process you will need to have demonstrated that you meet all the criteria on this Person Specification to be considered for appointment.

Attributes	Essential Criteria	Desirable Criteria
Personal Attributes, Values & Behaviours	▪ Helpful, positive and respectful to all ▪ Willingness to respect residents in their Christian faith ▪ A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives	
Experience	▪ Experience in cleaning and/or laundry and/or kitchen duties ▪ If working in the kitchen, experience in preparing and serving light meals ▪ Experience in housekeeping (e.g. bed making) ▪ Able to work effectively alone and as part of a team	▪ Experience in assisting others with eating ▪ Experience in serving in and setting up a dining room

Skills & Abilities	▪ Good organisational skills ▪ Able to work effectively alone and as part of a team ▪ Able to follow verbal/written instructions from senior staff	▪ If working in the laundry, basic sewing skills (e.g. sewing on a button/name label) or willing to learn
Knowledge		▪ Infection control ▪ Health and Safety ▪ Controls of Substances Hazardous to Health (COSHH) ▪ Personal Protective Equipment (PPE)
Qualifications & Training	▪ Basic literacy and numeracy skills ▪ Willingness to participate in training and attend relevant staff meetings ▪ Awareness of self-development	▪ Food hygiene ▪ Manual handling
Communication Skills	▪ Customer care skills ▪ Communicate effectively ▪ Good interpersonal skills ▪ Good recording skills	
Other Special Requirements	▪ Willingness to be flexible in working pattern ▪ Good general health and physically capable of carrying out tasks involved e.g. using powered equipment	