**PERSON SPECIFICATION**

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| **The need to access social care services can be a stressful and difficult time for people.**  **We will show empathy, sensitivity, compassion and understanding at all times.** | | | | | |
| **Kind** |  | **Behaviour we expect** | |  | **Behaviour we will not accept** |
| ✓ | **Treat** everyone in a friendly, courteous manner, smile & make eye contact | |  |  |
| ✓ | **Help** anyone who appears lost | |  |  |
| ✓ | **Listen** to the wishes and preferences of service users | | 🗶 | **Forgetting** we are here to provide a service to people |
| ✓  ✓ | **Treat** service users & colleagues with dignity & respect  **Understand** people come from varied backgrounds; challenge bias, prejudice & intolerance | | 🗶 | **Criticising** colleagues/disagreeing with them in front of  service users, visitors and other staff |
| 🗶  🗶 | **Appearing** unapproachable or moody  **Imposing** personal beliefs and opinions on service users |
| **Safe** | ✓ | **Follow** FJS’s procedures for hand hygiene and infection control | | 🗶  🗶 | **Blaming** others/other departments for mistakes  **Wearing** inappropriate dress/or having an unprofessional |
|  | ✓  ✓ | **Maintain** privacy and ensure confidential information is kept safe and secure  **Learn** from mistakes & ask for support where necessary | | 🗶 | Appearance  **Being** unsupportive of change/of new ideas for improvement |
|  | ✓ | **Respond** promptly to call bells, telephones & other requests for help | | 🗶 | **Moaning** and demoralising others without making an attempt to change things |
|  | ✓  ✓ | **Ensure** appearance is professional & name badge is visible  **Keep** work area clean, tidy & pick up litter when you see it | |  |  |
|  | ✓ | **Use** plain language & speak in English when carrying out duties | |  |  |
| **Excellent** | ✓ | **Provide** consistently high quality care & service | |  |  |
| ✓ | **Look** for better ways of working to achieve improvements | |  |  |
| ✓ | **Respect** service users/customers time; apologise & explain if we keep people waiting | |  |  |
| ✓ | **Question** poor practice process & behaviour | |  |  |
| ✓ | **Access** opportunities for learning & development | |  |  |
| ✓ | **Uphold** the values and be proud to be part of the Fed | |  |  |
| Excellence, Ownership and Sustainability | | | Federation of Jewish Services | | |

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**PERSON SPECIFICATION**

**Post Title:** Hospitality assistant

**Department:** catering

**\*** Key: AF = Application Form C = Certificate I = Interview

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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Qualifications** |  |  | At least NVQ1 in catering and hospitality | AF&C |
| **Experience** | Experience in handling money | AF&I |  |  |
|  | Experience in customer service | AF&I | Experience in working within a similar environment | AF&I |
| Experience in hospitality services | AF&I |  |  |
| **Personal Qualities** | Calm, understanding and patient | AF&I | Proven track record of good team work in the past | AF&I |
| Able to demonstrate empathy for the residents needs | AF&I |  |  |
| A passion for helping and relate well with people | AF&I |  |  |
| A commitment to the values of maintaining dignity, respect and independence of all service users and residents | AF&I |  |  |
| Able to demonstrate understanding of the importance to work toward a person centred approach | AF&I |  |  |
| **Knowledge** | Basic knowledge Health & safety and COSHH. | AF&I | To demonstrate good understanding of safeguarding venerable adults | AF&I |
|  |  | Knowledge of company values | AF &I |
|  |  | Knowledge of Jewish religion | AF&I |
|  |  | Knowledge of dementia care | AF&I |

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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Skills** | Clear verbal and written communication skills | AF&I | Able to recognise and prioritise workloads | AF&I |
| Willingness to work flexibly and commitment to team work | AF&I | Ability to work unsupervised | AF &I |
| Self motivated and enthusiastic | AF&I | Attention to detail | AF &I |
| Able to prioritise workloads unsupervised | AF&I |  |  |
|  |  |  |  |
|  |  |  |  |
| **Additional Requirements** | Knowledge of Basic Health & Safety requirements | AF & I |  |  |
| Committed to providing excellent standard of service | AF & I |  |  |
| A sensitivity to the cultural and religious needs of Jewish people | AF & I |  |  |
| The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company’s values. | AF & I |  |  |