**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** THE FED’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 | THE FED |

**PERSON SPECIFICATION**

**Post Title:** Catering 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** |  |  | Food hygiene certificate | C |
|  |  | Catering and hospitality NVQ | C |
| **Experience** | Busy kitchen | I | Food preparation | AF |
| Working in a team | I | Team leader | AF |
| Basic food preparation, i.e. vegetables | I |  |  |
|  |  |  |  |
| **Personal Qualities** | Can do attitude | I |  |  |
| Diligent | I |  |  |
| Takes pride in their work | I |  |  |
| To be reliable and trustworthy | I&AF |  |  |
|  |  |  |  |
| **Knowledge** | COSHH  | AF&I | Trained in COSHH | C |
| Health and Safety | AF&I | IOSH or CIEH certificate | C |
| HACCP | AF & | Food hygiene certificate | C |
| Use of catering dishwashers | I | Use of dishwashers, and major catering equipment | I |
|  |  |  |  |

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| **Factors** | **Essential Criteria** | **\* How Evidenced**  | **Desirable Criteria** | **\* How Evidenced** |
| **Skills** | Ability to assess what needs doing | I |  |  |
| Shows initiative | I |  |  |
| Good communication with all types of people from young to old | I |  |  |
| Willing to be involved with the team | I |  |  |
| English speaking  | I |  |  |
| Basic numerous and literacy skill  | I |  |  |
| Able to recognise and prioritise workload effectively, especially in an emergency situation | I&F |  |  |
| Attention to detail | I&F |  |  |
| **Additional Requirements** | Confident to answer telephone and act upon requests efficiently | I |  |  |
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