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**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 | | 🗶 | **Abuse** of any kind of service users |
| ✓ | **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 health & safety 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 enquiries & 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 | | 🗶 | **Bullying** or abuse of colleagues |
|  | ✓ | **Ensure** the safety & wellbeing of the people we support | |  |  |
| **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 | | |

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**PERSON SPECIFICATION**

**Post Title:** Maintenance Plumber/Gas Engineer **Department:** Maintenance

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

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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Qualifications** | ACS Accreditation in Commercial Gas | C | A good level of English and Mathematical skills | AF , C |
| NVQ Level 3 City & Guilds Heating & Plumbing |  |  |  |
| Boiler House management qualification in steam or a willingness to acquire in this job role |  |  |  |
| **Experience** | Ability to work independently and to maintain a schedule of work | AF , I |  |  |
| Experience of managing repairs and maintenance budgets | AF , I |  |  |
| A sound understanding of the main Health & Safety Regulations including COSHH and risk assessment | AF,I,C |  |  |
| **Personal Qualities** | Be honest, trustworthy and respectful | I | A willingness to learn and improve own performance | I |
| A ‘can-do’ attitude to work | I |  |  |
| Be flexible | I/AF | A willingness to ‘go the extra mile’ to help fulfil customers needs | I ,AF |
| Demonstrate sound work ethics | I |  |  |
| Deal with the public in a positive, courteous and respectful manner | I |  |  |
| Ability to create and maintain positive working relationships with residents, colleagues and visiting contractors | I |  |  |

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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Knowledge** | Excellent knowledge of H&S in the workplace | I,AF,C | Asbestos awareness  Asbestos re-inspection course | C |
| Knowledge of building construction and maintenance procedures | AF,I | IOSH HEALTH AND SAFETY CERT or equivalent | C |
| Knowledge of HVAC and mechanical systems | AF,I |  |  |
| Knowledge of when to contact tradespersons to complete a task or repair | I |  |  |
| Knowledge of inspection procedures | I |  |  |
|  |  |  |  |
| Knowledge of record keeping systems | I |  |  |

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| **Factors** | Essential Criteria | \* How Evidenced | Desirable Criteria | \* How Evidenced |
| **Skills** | Ability to maintain buildings and facilities in a safe and responsible manner | AF, I | Stress management skills | I |
| Ability to multi-task and prioritise workload | I | Research skills and ability to draw information from various sources | I |
| Procurement and negotiation skills | AF,I |  |  |
| Ability to operate required equipment and tools in a safe and responsible manner | AF,I,C | Basic level of IT skills inclusive of Microsoft Office Excel | AF.I |
| Client service and public relation skills | I |  |  |
| Team building skills | I |  |  |
| Analytical and problem solving skills | 1 |  |  |
| Project management and decision making skills | AF,I |  |  |
| Effective verbal and listening communication skills | I |  |  |
| Ability to read and write to maintain daily logs | I |  |  |
| Time management skills | I,AF |  |  |
| **Additional Requirements** | Knowledge of Basic Health & Safety requirements | AF & I | Possess cultural awareness and sensitivity | 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 |  |  |