

PERSON SPECIFICATION

Job Title: Housekeeper

Location: WAIL Locations

Review Date: September 2016

Knowledge and Qualifications:

	E	D	Method of Assessment
<ul style="list-style-type: none"> A good understanding of the importance of following policies and procedures 	✓		
<ul style="list-style-type: none"> A recent and good understanding of Health & Safety legislation relevant to the post. 	✓		
<ul style="list-style-type: none"> Knowledge of the regulations concerning the Control of Substances Hazardous to Health (CoSHH) 	✓		
<ul style="list-style-type: none"> Awareness of precautionary measures to be taken whilst undertaking a variety of cleaning tasks. 	✓		
<ul style="list-style-type: none"> A good understanding of the need to respect client confidentiality 	✓		
<ul style="list-style-type: none"> Awareness and understanding of domestic violence and the work undertaken by WAIL. 		✓	

Recent & Relevant Experience:

	E	D	Method of Assessment
<ul style="list-style-type: none"> Demonstrable experience of working within a similar role and environment 	✓		A/I
<ul style="list-style-type: none"> Experience of working in a residential setting to ensure that the building is well cleaned and maintained. 	✓		A/I
<ul style="list-style-type: none"> Working in a similar post within an environment that requires a high standard of cleanliness and hygiene. 	✓		A/I
<ul style="list-style-type: none"> Experience of ordering and recording of cleaning supplies and distributing across locations. 	✓		A/I
<ul style="list-style-type: none"> Confident and knowledgeable in the use of cleaning equipment and materials 	✓		

Physical, Mental & Emotional Demands:

	E	D	Method of Assessment
<ul style="list-style-type: none"> The role entails some lifting and carrying; in accordance with the requirements of the Equality Act 2010, reasonable adjustments will be sought in relation to this aspect of the work if required. 		✓	A/I

Skills & Competencies:

	E	D	Method of Assessment
<ul style="list-style-type: none"> Ability to communicate effectively 	✓		I
<ul style="list-style-type: none"> Work on own initiative as well as part of a team. 	✓		I
<ul style="list-style-type: none"> Ability to focus on client needs and to deliver exceptional client care 	✓		I
<ul style="list-style-type: none"> The ability to work well under pressure and to manage own workload within specific timeframes. 	✓		A/I
<ul style="list-style-type: none"> Be able to organise own workload and to prioritise tasks effectively. 	✓		I
<ul style="list-style-type: none"> Ability to achieve high standards of cleaning and presentation 	✓		I

Other:

	E	D	Method of Assessment
<ul style="list-style-type: none"> Must have a commitment to actively participate in mandatory training. 	✓		I
<ul style="list-style-type: none"> The postholder must operate with integrity and honesty at all times as they will be required to work unsupervised at residential locations 	✓		I
<ul style="list-style-type: none"> The postholder will be required to work flexibly as required to meet the needs of the business 	✓		I
<ul style="list-style-type: none"> The postholder will be required to undergo appropriate levels of DBS checks and provide evidence of on-going clearance as required 	✓		I
<ul style="list-style-type: none"> It is necessary for the postholder to travel between multiple sites in the discharge of their duties and a clean driving licence and use of a car is desirable. 		✓	I

Key –

[E] = Essential Criteria

[D] = Desirable Criteria

Method of Assessment

[A] = Application (Form or CV) [I] = Interview

[T] = Psychometric or other Tests