**Housekeeping Assistant – Person Specification**

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| **Attributes** | **Essential** | **Desirable** | **How to be identified** |
| Education and Training | * GCSE or equivalent in Maths and English
 | * Able to operate relevant cleaning equipment e.g. steamers, floor machines
 | CV |
| Relevant Experience | * Minimum two years’ housekeeping / cleaning experience
* Experience working as part of a team
 | * Experience working as part of a team in a busy cleaning or customer facing environment.
 | CV & covering letter |
| Special Knowledge and Skills | * Excellent interpersonal skills
* Excellent Customer Service Skills
* Ability to deal sympathetically and efficiently in difficult situations
 | * excellent attention to detail
* Some knowledge of Health and Safety, particularly COSHH
 | CV, covering letter & interview |
| Personal Qualities | * Warm and welcoming
* Personable, positive, and enthusiastic
* Physically Resilient - be able to stand on feet for long periods at a time
* Work well as a team player or individually
 | * Able to prioritise and to multi-task.
* Good organisational skills
 | Interview |