**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 |