

ST LUKE'S HOSPICE

EMPLOYEE SPECIFICATION

POST: Housekeeper

A = Application

I = Interview

P = Presentation

St Luke's Hospice is an Equal Opportunities employer and promotes equality of access to employment. St Luke's Hospice employees are required to follow the specific HR Policies supporting recruitment & selection.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE			
Previous cleaning/housekeeping experience	√		A, I
Previous laundry experience		√	A, I
Experience in a healthcare environment		√	A, I
Previous customer service experience	√		A,I
KNOWLEDGE			
Knowledge of cleaning practices	√		A, I
Health and safety awareness	√		A, I
Knowledge of Control Of Substances Hazardous to Health		√	A, I
Knowledge of working with steam cleaners, vacuum cleaners and rotowash		√	A, I
QUALIFICATIONS/TRAINING			
NVQ level 2 in Cleaning and Support services or willing to undertake		√	A, I
NVQ level 2 in Customer Service or willing to undertake		√	A, I
NVQ level 2 in Infection Control or willing to undertake		√	A, I
SKILLS/ABILITIES			
Good verbal/written communication skills	√		A, I
Ability to work within and contribute to a team	√		A, I

Ability to adhere to infection control procedures	✓		A, I
Good interpersonal skills	✓	✓	A, I
Knowledge of word/excel and Outlook			A, I
Ability to undertake physical tasks	✓		A, I
PERSONAL ATTRIBUTES			
Good standards of personal presentation in keeping with a frontline customer contact role	✓		A, I
Care about their work and strives to do a good job	✓		A, I
Ability to deal sensitively and maintain confidentiality	✓		A, I
Engages with people in a friendly and welcoming manner	✓		A, I
Positive attitude and positive approach to their work	✓		A, I
Treats others in an unbiased way	✓		A, I
Listens to other people's ideas and their point of view even if it is different to theirs.	✓		A, I
Honest and prepared to raise concerns if need be in a professional and constructive way	✓		A, I
Ability to work flexibly	✓		A, I
Be willing to undertake further training	✓		A, I
Ability to work unsupervised and to forward plan using own initiative	✓		A, I
Values			
Ability to demonstrate, understand and apply our organisation's values. These are embedded in all roles and applicants must evidence their own values during the selection process.	✓		
<ul style="list-style-type: none"> • Compassionate • Dignified • Inspired • Pioneering 			