

# ST LUKE'S HOSPICE

## EMPLOYEE SPECIFICATION

**POST: Hotel Services/Kitchen Assistant**

**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
<b>EXPERIENCE</b>			
Experience of working in a healthcare environment		√	A,I
Previous experience in Catering	√		A,I
Experience in a Hospitality and/or Housekeeping role		√	A,I
Previous customer service experience	√		A,I
Evidence of an understanding on basic nutrition	√		A,I
<b>KNOWLEDGE</b>			
Good knowledge of food hygiene	√		A
Knowledge of cleaning practices	√		A
Basic understanding of COSHH	√		A,I
<b>QUALIFICATIONS/TRAINING</b>			
Basic Food Hygiene certificate or willing to undertake	√		I
NVQ in Customer Service or equivalent or willing to undertake	√		A,I
NVQ level 2 in one of the following areas (Hospitality, Catering or Cleaning) or equivalent		√	A,I
<b>SKILLS/ABILITIES</b>			
Good communication skills (written and verbal)	√		A,I
Good interpersonal skills	√		I
Good customer care skills	√		I

Ability to work within and contribute to a team	√		I
<b>PERSONAL ATTRIBUTES</b>			
Good standards of personal presentation in keeping with a frontline customer contact role	√		I
Ability to work unsupervised under own initiative	√		I
Ability to work flexibly	√		I
Ability to maintain confidentiality	√		I
Willing to undergo further training	√		I