

ST LUKE'S HOSPICE

EMPLOYEE SPECIFICATION

POST: Supervisor

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 Personnel Policies supporting recruitment & selection.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE			
Experience in a retail environment with some managerial responsibilities.	✓		A
KNOWLEDGE			
The ability to train and motivate volunteers and maintain necessary procedures to ensure the smooth running of the shop.		✓	I
SKILLS/ABILITIES			
Good administrative and organisational skills.	✓		A I
Effective communication skills – verbal & written	✓		A I
Excellent interpersonal skills including the ability to relate to a wide range of people and resolve any issues	✓		I
Comfortable when dealing with people in all types of situations and an ability to build relationships	✓		A I
Able to work as part of a effective team			
Sensitivity in handling people in difficult and distressing circumstances		✓	A I
Self motivated and able to work independently but flexibly as part of a team	✓		A I
Good planning		✓	A I
Good problem solving		✓	A I
Good attention to detail	✓		A I
	✓		I

Good listening skills			
Competent IT skills	✓		A I
PERSONAL ATTRIBUTES			
Friendly and courteous	✓		I
Positive attitude	✓		I
Tactful, empathetic and understanding of patients, carers and colleagues	✓		I
Willing to work unsocial hours on occasions, and to show flexibility in getting the job done	✓		I