

ST LUKE'S HOSPICE

EMPLOYEE SPECIFICATION

POST: Donation Centre Team Leader

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 Team Leader role		✓	A
Experience of working with volunteers		✓	A
Experience in a retail environment		✓	A I
KNOWLEDGE			
The ability to train and motivate people	✓		A I
Knowledge of Quality Control procedures	✓		A I
Knowledge of logistics			I
SKILLS/ABILITIES			
Excellent interpersonal skills including the ability to build relationships with and to relate to a wide range of people	✓		A I
Organised and Efficient	✓		A I
Effective verbal and written communication skills	✓		A I
Reliable and consistent in approach (a safe pair of hands)	✓		A I
Self-motivated and able to work independently but also to work well as part of a team	✓		A I
Ability to analyse and apply a problem solving approach		✓	A I
Good attention to detail		✓	A I
Competent IT skills	✓		A I

<p>PERSONAL ATTRIBUTES</p> <p>Friendly and courteous</p> <p>Positive attitude</p> <p>Tactful, empathetic and understanding of patients, carers and colleagues</p> <p>Willing to work unsocial hours on occasions, and to show flexibility in getting the job done</p> <p>Good listening skills</p> <p>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.</p> <ul style="list-style-type: none"> • Compassionate • Dignified • Inspired • Pioneering 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A, I</p>
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