

EMPLOYEE SPECIFICATION

POST: Hospitality Assistant (Bank)

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			
Experience of working in a healthcare environment		√	A, I
Experience of working in a high quality hospitality venue	√		A, I
Experience of working within a Hospitality role	√		A, I
Experience of working in a busy, fast-paced hospitality environment	√		A, I
Experience of liaising with Chefs within a working kitchen environment		√	A, I
KNOWLEDGE			
Good knowledge of food hygiene	√		A, I
Good knowledge of food and beverage service skills	√		A, I
Knowledge of Control of Substances Hazardous to Health		√	A, I
QUALIFICATIONS/TRAINING			
NVQ level 2 in Hospitality or equivalent or willing to undertake	√		A, I
Basic Food Hygiene certificate	√		A
NVQ in Customer Service or equivalent or willing to undertake		√	A, I



Sheffield's Hospice

<p>SKILLS/ABILITIES</p> <p>Good communication skills (written and verbal)</p> <p>Good interpersonal skills</p> <p>Knowledge of Word/Excel/Outlook</p> <p>Excellent customer care skills</p> <p>Ability to work within and contribute to a team</p> <p>Ability to undertake physical tasks</p> <p>PERSONAL ATTRIBUTES</p> <p>Good standards of personal presentation in keeping with a frontline customer contact role</p> <p>Ability to work flexibly</p> <p>Ability to maintain confidentiality</p> <p>Willing to undergo further training</p> <p>Ability to work unsupervised and to forward plan using own initiative</p> <p>Positive attitude</p> <p>Values</p> <p>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>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
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