



## Person Specification

Job Title: Accommodation Services Assistant

Date Prepared: July 2021

DETAIL		ESSENTIAL or DESIRABLE	EVIDENCE
<b>EDUCATION AND QUALIFICATION</b>	<ul style="list-style-type: none"> <li>▪ NVQ Level 1 literacy and numeracy or equivalent</li> <li>▪ Basic IT Literacy</li> </ul>	E E	Application Certificates Assessment
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Minimum 1 year experience in a similar role.</li> <li>▪ Housekeeping experience in a healthcare environment</li> </ul>	E D	Application
<b>SPECIFIC SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to operate relevant cleaning equipment e.g. steamer cleaners, carpet cleaning machine.</li> <li>▪ Knowledge and understanding of COSHH</li> <li>▪ Knowledge and understanding of Infection Control</li> <li>▪ Demonstrates self-awareness in everyday practice including being aware of the responses of others to their actions and behaviours.</li> <li>▪ Demonstrates that they are clear about their responsibility to support people to live the life they want.</li> <li>▪ Able to work on their own as well as being integral to the team.</li> <li>▪ Open to learning from others and willing to share knowledge and experience.</li> <li>▪ Reflects on their own work and seeks feedback as appropriate.</li> <li>▪ Confidence in communicating in an open, accurate and straightforward way, using appropriate language both verbal and nonverbal.</li> </ul>	E E E E E E E E E E E	Interview and Assessment

	<ul style="list-style-type: none"> <li>▪ Has effective communication skills that promote the needs of people who use the service.</li> <li>▪ Encourages and supports people who use services to express their views and needs for care and support, enabling them to participate in joint decision-making.</li> <li>▪ Challenges appropriately and is prepared to raise concerns about quality, safety and performance.</li> <li>▪ Actively seeks ongoing dialogue with people who use services, their families and carers to ensure that care and support is continuously improving and designed around people’s whole lives, wishes and needs.</li> <li>▪ Influence’s others to uphold the rights and entitlement of people who use services with sensitivity.</li> <li>▪ Actively seeks to understand the range of factors that determine why change is made.</li> <li>▪ Contributes to improving inefficient, unnecessary, or unworkable practices.</li> <li>▪ Demonstrates that they can influence others in the interests of people who use services.</li> <li>▪ Finds ways to enable people who use services to gain real control over their housekeeping support.</li> <li>▪ Has an understanding of their responsibilities towards individuals as well as team members in relation to safeguarding.</li> <li>▪ Has an understanding of methods for supporting others to comply with health and safety policies, procedures, and practices relevant to their work.</li> </ul>	<p>E</p> <p>E</p>	
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<p><b>PERSONAL QUALITIES</b></p>	<ul style="list-style-type: none"> <li>▪ Ability to use your imagination to engage others.</li> <li>▪ Ability to make others smile.</li> <li>▪ Ability to work from the heart.</li> <li>▪ Ability to make the most of the time you have, to provide positive social interactions.</li> <li>▪ To be non-judgemental towards others</li> <li>▪ Is authentically warm, genuine, trustworthy, honest, reliable, consistent and caring in all their actions</li> <li>• Ability to listen and respect others’ points of view even if you disagree.</li> <li>• Prepared to challenge yourself to try new things.</li> <li>• Reflects on own work and gives and receives constructive feedback to enable team development.</li> </ul>	<p>E E E E  E  E  E  E</p>	<p>Interview and Assessment</p>
<p><b>OTHER FACTORS</b></p>	<ul style="list-style-type: none"> <li>▪ Satisfactory DBS check</li> <li>▪ Availability to work unsocial hours i.e., early mornings, evenings, weekends, and public holidays to ensure the department is covered 365 days a year.</li> <li>▪ To be located within an hour’s commutable distance to Morden College</li> <li>▪ To have received two doses of a COVID-19 vaccine and can provide evidence, unless medical exemption applies</li> </ul>	<p>E  E  E  E</p>	<p>Certificates  Interview</p>

