

**PERSON SPECIFICATION**

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| **The need to access social care services can be a stressful and difficult time for people.**  **We will show empathy, sensitivity, compassion and understanding at all times.** | | | | | |
| **Kind** |  | **Behaviour we expect** | |  | **Behaviour we will not accept** |
| ✓ | **Treat** everyone in a friendly, courteous manner, smile & make eye contact | |  |  |
| ✓ | **Help** anyone who appears lost | |  |  |
| ✓ | **Listen** to the wishes and preferences of service users | | 🗶 | **Forgetting** we are here to provide a service to people |
| ✓  ✓ | **Treat** service users & colleagues with dignity & respect  **Understand** people come from varied backgrounds; challenge bias, prejudice & intolerance | | 🗶 | **Criticising** colleagues/disagreeing with them in front of  service users, visitors and other staff |
| 🗶  🗶 | **Appearing** unapproachable or moody  **Imposing** personal beliefs and opinions on service users |
| **Safe** | ✓ | **Follow** THE FED’s procedures for hand hygiene and infection control | | 🗶  🗶 | **Blaming** others/other departments for mistakes  **Wearing** inappropriate dress/or having an unprofessional |
|  | ✓  ✓ | **Maintain** privacy and ensure confidential information is kept safe and secure  **Learn** from mistakes & ask for support where necessary | | 🗶 | Appearance  **Being** unsupportive of change/of new ideas for improvement |
|  | ✓ | **Respond** promptly to call bells, telephones & other requests for help | | 🗶 | **Moaning** and demoralising others without making an attempt to change things |
|  | ✓  ✓ | **Ensure** appearance is professional & name badge is visible  **Keep** work area clean, tidy & pick up litter when you see it | |  |  |
|  | ✓ | **Use** plain language & speak in English when carrying out duties | |  |  |
| **Excellent** | ✓ | **Provide** consistently high quality care & service | |  |  |
| ✓ | **Look** for better ways of working to achieve improvements | |  |  |
| ✓ | **Respect** service users/customers time; apologise & explain if we keep people waiting | |  |  |
| ✓ | **Question** poor practice process & behaviour | |  |  |
| ✓ | **Access** opportunities for learning & development | |  |  |
| ✓ | **Uphold** the values and be proud to be part of THE FED | |  |  |
| Excellence, Ownership and Sustainability | | | THE FED | | |

**PERSON SPECIFICATION**

**Post Title:** Catering Assistant **Department: Catering**

**\*** Key: AF = Application Form C = Certificate I = Interview

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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Qualifications** |  |  | Food hygiene certificate | C |
|  |  | Catering and hospitality NVQ | C |
| **Experience** | Busy kitchen | I | Food preparation | AF |
| Working in a team | I | Team leader | AF |
| Basic food preparation, i.e. vegetables | I |  |  |
|  |  |  |  |
| **Personal Qualities** | Can do attitude | I |  |  |
| Diligent | I |  |  |
| Takes pride in their work | I |  |  |
| To be reliable and trustworthy | I&AF |  |  |
|  |  |  |  |
| **Knowledge** | COSHH | AF&I | Trained in COSHH | C |
| Health and Safety | AF&I | IOSH or CIEH certificate | C |
| HACCP | AF & | Food hygiene certificate | C |
| Use of catering dishwashers | I | Use of dishwashers, and major catering equipment | I |
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| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Skills** | Ability to assess what needs doing | I |  |  |
| Shows initiative | I |  |  |
| Good communication with all types of people from young to old | I |  |  |
| Willing to be involved with the team | I |  |  |
| English speaking | I |  |  |
| Basic numerous and literacy skill | I |  |  |
| Able to recognise and prioritise workload effectively, especially in an emergency situation | I&F |  |  |
| Attention to detail | I&F |  |  |
| **Additional Requirements** | Confident to answer telephone and act upon requests efficiently | I |  |  |
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