



## Person Specification

**Job Title:** Housekeeper (EST11-14)

**Faculty/School/Service:** Estates

*The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.*

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Reliable, willing and conscientious with plenty of initiative, who can work flexibly either individually or as part of a team	E	A & I
2	Experienced in, or able to demonstrate a good understanding of, excellent customer service, together with good verbal communication and interpersonal skills	E	A & I
3	Knowledge and good understanding of various cleaning methods and Health and Safety Procedures	E	A & I
4	Recent experience of cleaning, ideally in a non-domestic environment such as a hospital, school, office etc, using various types of appliances including powered equipment, materials and products (please give details)	D	A & I
5	Capable problem solver	D	A & I

<b>*Key</b>	
<b>[A]</b> Application form	To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'
<b>[I]</b> Interview	To be assessed during the interview process including selection tests or presentation, as appropriate