

## Kindness · Courage · Respect

### PERSON SPECIFICATION

#### Hospital Support Assistant

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>Level 1 English &amp; Maths or ability to demonstrate effective standard of spoken English and use of mathematics.</li> <li>To have gained or have previously received food safety awareness training, or willing to undertake a period of induction and on the job training to meet food safety standards required for the post.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of cleaning or catering within the NHS</li> <li>To have gained a Level 2 NVQ in cleaning services or equivalent or are willing to participate in further training to achieve it.</li> <li>To have gained a Level 2 in numeracy and literacy or equivalent or are willing to participate in further training to achieve it.</li> </ul>	Application / Interview/ Assessment
<b>Occupational experience and abilities</b>	<ul style="list-style-type: none"> <li>To have gained sufficient experience in the cleaning industry to be able to demonstrate an understanding of safe working practices and techniques that would meet the requirements within this role or be willing to undertake a period of induction and on the job training to meet COSHH regulations.</li> </ul>		Application / Interview/ Assessment
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>To be able to perform independently using own initiative or as part of a team whilst demonstrating the values and behaviours expected of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a changing environment</li> </ul>	Application / Interview/ Assessment

	<ul style="list-style-type: none"> <li>• To be able to follow instructions and organise own work to meet the team objectives, adapting work to meet any changing priorities which may need to meet tight timeframes.</li> <li>• Good communicator, using verbal and written skills</li> <li>• Able to demonstrate a customer and patient focus approach</li> <li>• Able to demonstrate the essential values and commitment required to delivering a high quality service for patients and staff.</li> <li>• Willingness to be flexible during periods of operational pressures such as winter pressures, ward closure or movement etc</li> <li>• A positive can do and solution based attitude towards providing an excellent customer service.</li> </ul>		
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate a clear understanding of core trust values and be able to articulate in practice</li> </ul>		Application / Interview/ Assessment