

**PERSON SPECIFICATION**

**Post:** Catering Assistant  
**Section:** Residential Care/Extra Care Service  
**Written by:** Denise Taylor  
**Date:** Updated May 2018

<b>Minimum essential requirements</b>	<b>application interview test</b>
<b>Skills:</b>	
1. Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly	<b>A &amp; I</b>
2. Ability to take clear messages on behalf of other members of the team	<b>A</b>
3. Ability to carry out and complete routine work quickly and effectively	<b>A</b>
4. Ability to communicate appropriately with a wide range of people, including residents, their families and friends, and other colleagues within the CHS Group	<b>A &amp; I</b>
5. Ability to identify with the needs of older people	<b>I</b>
<b>Knowledge:</b>	
1. An understanding of the needs of frail older people	<b>A &amp; I</b>
2. An awareness Health and Safety, HACCP and COSHH and subsequent revisions or ability to attain	<b>A &amp; I</b>
<b>Experience:</b>	
1. Transferable life experience	<b>A &amp; I</b>
<b>Behaviours:</b>	
1. <i>Communication</i> – takes steps to keep others informed about what they need to know <ul style="list-style-type: none"> <li>▪ Keeps people properly informed</li> <li>▪ Communicates to people in the way agreed with them</li> <li>▪ Listens to comments that people make and takes them into account when communicating to groups or individuals</li> </ul>	<b>I</b>
2. <i>Customer Focus</i> – seeks to understand the needs of internal and external customers and aims to exceed these consistently <ul style="list-style-type: none"> <li>▪ Listens to and understands what customers have to say</li> <li>▪ Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves</li> <li>▪ Has a clear plan as to what is expected to be achieved for their customers</li> </ul>	<b>I</b>
3. <i>Flexible and Adaptable</i> – adopts a practical approach to achieve the required results <ul style="list-style-type: none"> <li>▪ Looks for the benefits and ways a new idea might work before identifying potential problems</li> <li>▪ When it is necessary, is prepared to assume other roles</li> <li>▪ Listens to and discusses new ideas</li> </ul>	<b>I</b>

<p>4. <i>Teamwork</i> – works effectively with others and ensures team objectives are met</p> <ul style="list-style-type: none"> <li>▪ Shows understanding of colleagues when they are under pressure</li> <li>▪ Helps colleagues where possible when they are struggling</li> <li>▪ Acknowledges the good things others do</li> </ul>	<b>I</b>
<b>Qualifications / Training:</b>	
None	
<b>Special Requirements:</b>	
<ol style="list-style-type: none"> <li>1. The post holder must maintain satisfactory enhanced DBS disclosure</li> <li>2. The post holder must be eligible to work in the UK</li> <li>3.</li> </ol>	<b>A</b>  <b>A</b> <b>A &amp; I</b>