

PERSON SPECIFICATION

Post: Housekeeper
Section: Housing with Care
Written by: Denise Taylor
Date: Updated October 2018

Minimum essential requirements	Application Interview Test
Skills:	
<ul style="list-style-type: none"> • Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly • Ability to take clear messages on behalf of other members of the team • Ability to carry out and complete routine work quickly and effectively • Ability to communicate appropriately with a wide range of people, including residents, their families and friends, and other colleagues within the CHS Group • Ability to identify with the needs of older people 	<p>A, I A, I A, I A, I A, I</p>
Knowledge:	
<ul style="list-style-type: none"> • An understanding of the needs of frail older people • An awareness Health and Safety, HACCP and COSHH and subsequent revisions or ability to attain 	<p>A, I A, I</p>
Behaviours:	
<ul style="list-style-type: none"> • <i>Communication</i> – takes steps to keep others informed about what they need to know <ul style="list-style-type: none"> ▪ Keeps people properly informed ▪ Communicates to people in the way agreed with them ▪ Listens to comments that people make and takes them into account when communicating to groups or individuals • <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"> ▪ Listens to and understands what customers have to say ▪ Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves ▪ Has a clear plan as to what is expected to be achieved for their customers 	<p>I</p>

<ul style="list-style-type: none"> • <i>Flexible and Adaptable</i> – adopts a practical approach to achieve the required results ▪ Looks for the benefits and ways a new idea might work before identifying potential problems ▪ When it is necessary, is prepared to assume other roles ▪ Listens to and discusses new ideas • <i>Teamwork</i> – works effectively with others and ensures team objectives are met ▪ Shows understanding of colleagues when they are under pressure ▪ Helps colleagues where possible when they are struggling ▪ Acknowledges the good things others do 	
<p>Special Requirements:</p>	
<ul style="list-style-type: none"> • The post holder must maintain satisfactory enhanced DBS disclosure • The post holder must be eligible to work in the UK 	