

### **Part A**

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

#### **Essential**

- Good customer service skills, capable of dealing effectively with customers to resolve queries in accordance with contractual requirements
- Good interpersonal skills with the ability to deal with problems on site
- Knowledge of cleaning standards with the ability to undertake cleaning tasks
- Capable of regular stooping, bending, lifting and carrying of equipment, materials, furniture and climb ladders.
- Excellent organisational skills with the ability to work with limited supervision
- Good spoken English with the ability to communicate effectively with the public
- Experience of management/supervision of staff
- Knowledge of Health and Safety procedures and how to apply them in the workplace

#### **Desirable**

- Level 3 qualification in Facilities Management (Soft FM) or equivalent
- Security, building maintenance and caretaking experience.
- BICS
- Basic range of DIY skills

### **Part B**

The following in addition to the criteria stated in Part A will be further explored at the interview stage:

- Customer service skills
- The ability to respond to challenges in the workplace
- Time management and organisational skills

#### **Additional Requirements**

- DBS Regulated Activity check clearance
- Flexibility with regard to hours of work