**Person Specification**

**Job title: General Assistant (PVH)**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | **Method of Assessment** |
| **Experience** | Working in a housekeeping, kitchen and/or bar environment | Application Form / Interview |
| Ability to develop knowledge and experience of Health & Safety and Food Hygiene regulations or undertake a Level 2 Food Hygiene Certificate or equivalent | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations. | Application Form / Interview |
| Able to work effectively within a busy team environment, or independently. | Application Form / Interview |
| Able to work at a fast pace and cope well with a higher level of workload. | Application Form / Interview |
| Able to take a practical approach. | Application Form / Interview |
|  | Able to pay attention to detail. | Application Form / Interview |
|  | Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form / Interview |
|  |  Able to follow rules and stick to procedures | Application Form / Interview |
|  | Able to make decisions and reach conclusions. | Application Form / Interview |
|  | Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information. | Application Form / Interview |
|  | Listens to others to assess requirements in order to respond appropriately and efficiently. | Application Form / Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities, Code of Conduct, Child Protection Policy and all other Council Policies | Application Form / Interview |
| Compliance with health and safety rules, regulations, and legislation | Application Form / Interview |
| Ability to work outside of normal working hours to meet the needs of the service | Application Form / Interview |
| Ability to meet the travel requirements of the post | Application Form / Interview |
|  | The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. | Application Form / Interview |
|  | The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council. | Application Form / Interview |