



Part A

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

Essential

- Good oral and written communication skills
- Customer focussed, friendly and helpful attitude
- Ability to persuade and influence others
- Ability to use own initiative
- Demonstrable awareness of health and safety matters
- Supervisory experience
- Experience of dealing with conflict/difficult situations
- Knowledge of cleaning standards

Desirable

- BICS/NVQ certificate in cleaning practices or similar
- First Aid Certificate
- Computer literate and experienced in working with information systems
- Experience in working with a CCTV system
- Experience of cash handling
- Experience of shift working

Part B

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

- Commitment to Equality and Diversity

Additional Requirements

- Enhanced DBS clearance
- Flexible with regards to hours of work