

PERSON SPECIFICATION - Cleaner/General Assistant			
KEY JOB REQUIREMENTS	ESSENTIAL	DESIRABLE	TESTING MECHANISM
QUALIFICATIONS			
Good general education	√		Interview
Maths qualification		√	Interview
English qualification		√	Interview
EXPERIENCE			
Working with people or with the general public in a customer services environment	√		Interview
KNOWLEDGE			
Of security systems and awareness of security issues		√	Interview
Knowledge of health and safety and equal opportunities requirements in a public service/customer focused environment	√		
SKILLS			
Good communication skills, both verbal and written	√		Application Form/ Interview
Ability and willingness to carry out maintenance	√		Application Form/ Interview
PERSONAL QUALITIES			
An enthusiasm for customer care and the self-confidence to deal with people at all levels in a professional manner	√		Interview
Reliable, with commitment to a flexible working hours pattern to meet the demands of the service	√		Interview
The ability to respond to and deal with difficult situations in a calm manner	√		Interview
Lone working, resetting rooms and moving chairs and tables is an occasional requirement	√		Interview
OTHERS			
Willingness to work at any of Enderby Parish Council's Premises	√		Interview