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| **Qualifications** | **✔** |
| Essential |
| * Level II Literacy and Numeracy
 | A/I |
| Desirable |
| * Level II Customer Service
* Barista trained
* Personal License holder
 | A/IA/I |
| **Key skills** |
| Essential |
| * Ability to act as an ambassador for the College
* Ability to interpret and implement standards/legislation
* Ability to follow policies and procedures
 | A/IA/IA/I |
| **Experience** |
| Essential |
| * Experience of hospitality and catering functions
 | A/I |
| **Knowledge** |
| Essential |
| * Ability to demonstrate basic Health & Safety knowledge
* Follow Health & Safety procedures
* Reasoning skills
* Excellent communication and customer service
* Good team working
* Negotiation and conflict resolution
* Willing to undertake training, qualifications and continuous professional development activities
* Ability to work within College policies
 | A/IA/IA/IA/IA/IA/IA/IA/IA/I |
| Desirable |
| * Safe Moving & Handling
 | A/I |
| **Other personal requirements** |
| Essential |
| * Friendly and welcoming
* Have an appropriate sense of humour
* Be patient
* Be polite
* Show empathy
* Ability to prioritise effectively and remain level headed
* Be prepared to work flexibly to fulfil the duties and responsibilities of the post for both core business and hospitality functions in accordance with the needs of the College
 | IIIIIIII |

**✔ How we intend to assess your match with our person specification**

**A** Application Form **C** Assessment Centre **I** Interview