|  |  |
| --- | --- |
| **Qualifications** | **✔** |
| Essential | |
| * Level II Literacy and Numeracy | A/I |
| Desirable | |
| * Level II Customer Service * Barista trained * Personal License holder | A/I  A/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/I  A/I  A/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/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/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 | I  I  I  I  I  I  I  I |

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

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