

**PERSON SPECIFICATION**

**Post Title: Catering & Customer Service Assistant**

**Essential criterion are marked with an E, desirable criterion with a D**

<b>A</b>	<b>Qualifications/Experience</b>	
1	A good general education. including ability to use computers adequately	<b>E</b>
2	Understanding and experience of working in a customer serving environment	<b>D/E</b>
3	Food safety and hygiene certification & understanding/knowledge of health and safety in a catering environment.	<b>E</b>
4	Willingness to work with people from all backgrounds	<b>E</b>
5	Knowledge and understanding of keeping financial records	<b>D/E</b>
6	Knowledge and Interest in Nigerian/Jamaican Cuisine	<b>D/E</b>

<b>B</b>	<b>Skills/Ability</b>	
1	Good administrative and organisational skills.	<b>D/E</b>
2	Computer literate appropriate to the job role outlined.	<b>E</b>
3	Ability to carry out catering activities and tasks, work creatively and on own initiative	<b>E</b>
4	Ability to cope with pressure and a variety of diverse tasks at the same time.	<b>D</b>
5	An ability to communicate clearly and adequately	<b>E</b>
6	Ability to acquire new knowledge and skills in related areas.	<b>D/E</b>
7	Ability to determine and evaluate service quality, establish effective performance management and a performance culture.	<b>D/E</b>
8	Ability to lead, manage, motivate and develop staff and build effective teams.	<b>D</b>

<b>C</b>	<b>Attitudes</b>	
1	Commitment to providing an efficient, quality, customer focussed service with attention to health and safety.	<b>E</b>
2	Behaviour that empowers others and that secures the respect, trust and support of fellow workers and external contacts.	<b>E</b>
3	Highly self-motivated with the ability to work under pressure and to meet deadlines.	<b>E</b>
4	Enthusiasm and a “can do” attitude.	<b>D</b>
5	Self motivated, able to prioritise own work and that of others	<b>D</b>

<b>D</b>	<b>Commitment to Equal Opportunities</b>	
1	Willingness to promote Naijamaican’s Equal Opportunities policy and a practical awareness of how to implement it	<b>E</b>
2	Awareness of the needs of a multi-cultural, inner city community.	<b>E</b>