

# St Mary's Eltham Community Centres Association

## PERSON SPECIFICATION: Community Hall Assistant

		<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Previous experience of cleaning portering		Yes
	Previous experience of working with the general public		Yes
	Team working	Yes	
<b>Skills/Abilities</b>	To communicate well via face to face, written or over the telephone	Yes	
	Able to take messages and communicate them effectively	Yes	
	Effective and tactful communication when dealing with issues with users	Yes	
	Working effectively in a small team	Yes	
	Ability to deal with awkward members of the public while being tactful in a non-aggressive way but demonstrating assertiveness		Yes
	Ability to manage stock, deal with deliveries, and prepare light snacks for the public		Yes
	Lifting tables and chairs, bending stretching	Yes	
<b>Knowledge</b>	To be committed to and knowledge of the Health and Safety at Work and Equality legislation	Yes	
	COSHH knowledge		Yes
	Understands need to work within relevant legal frameworks	Yes	
<b>Attributes</b>	Honesty and integrity, in financial matters and in dealing with colleagues and the public.	Yes	
	To have a pleasant, friendly and outgoing character	Yes	
	Reliable both in time keeping and work ethic	Yes	
	Able to undertake additional hours as required	Yes	
	To live locally in the SE9 or surrounding area	Yes	
	To be contactable by mobile telephone/email for emergency cover	Yes	
	Willingness to be flexible when working in a small team	Yes	

June 2018