

PERSON SPECIFICATION

POST: HOUSE CLEARANCE OPERATIVE

Please ensure that you show **how** you meet the following requirements when completing your application form.

	ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT
	KNOWLEDGE AND UNDERSTANDING	
1.	An understanding and appreciation of the needs of older people.	App form/Interview
2.	An awareness and understanding of customer needs.	App form/Interview
3.	An understanding of the importance of confidentiality in relation to the role.	App form/Interview
	SKILLS AND EXPERIENCE	
1.	Evidence of working in a face-to-face customer focussed environment.	App form/Interview
2.	Ability to quote for jobs, give a breakdown of costs and complete relevant paperwork.	App form/Interview
3.	Familiar with basic DIY tasks (e.g. dismantling furniture)	App form/Interview
4.	Working knowledge of health and safety in relation to the role.	App form/Interview
5.	Good organisation and time management skills, including the ability to work without close supervision.	App form/Interview
6.	Ability to produce accurate written information relating to service delivery.	App form/Interview
7.	Simple numeracy skills.	App form/Interview
8.	Ability to listen and to communicate effectively with people at all levels.	App form/Interview
9.	Ability to establish and maintain professional working relationships.	App form/Interview
10.	Ability to provide support in a way that promotes the independence, dignity, choices and privacy of our clients.	App form/Interview
11.	Ability to work as part of team or using own initiative.	App form/Interview

12.	Ability to adhere to an organisation's policies, procedures and instructions.	App form/Interview
	PERSONAL ATTRIBUTES	
1.	Enthusiastic and energetic, hands on and able to lift and move heavy items.	App form/Interview
2.	A caring and compassionate approach to providing help and support.	App form/Interview
3.	Commitment and willingness to learn and to seek guidance where needed.	App form/Interview
	GENERAL REQUIREMENTS	
1.	Commitment to respecting and upholding the rights of our clients.	App form/Interview
2.	A commitment to anti-discriminatory practice and to upholding the values of equality and diversity.	App form/Interview
3.	Willingness to undertake training and to meet statutory training requirements.	App form/Interview
5.	Must hold a UK driving licence and be willing to travel to meet the requirements of the role.	App form/Interview
6.	Basic IT skills and access to a computer, laptop, or smartphone device.	App form/Interview
	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
1.	Interest in antiques/collectibles	App form/Interview
2.	Experience in a retail/charity shop environment with experience of pricing, selling and merchandising donated goods.	App form/Interview
3.	Evidence of experience in a similar role or with manual handling	App form/Interview
4.	The ability to work flexibly.	App form/Interview