

## RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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### Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

We are proud to have been a Two Ticks employer since August 2008 and, as part of our commitment to this scheme, we guarantee an interview to any candidate with a disability who meets the essential criteria for the post. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

***Please note that this advert is part of a rolling recruitment campaign. At the time you make your application there may not be a current vacancy. You will be notified shortly as to the outcome of the application, however if you do not hear anything within 6 weeks please contact the Resourcing Team and we will confirm this with you. If your application is of interest to us but there is not a vacancy at the time of applying, your application will be placed on hold. Previous applicants do not need to re-apply.***

Produced by:  
Resourcing Team  
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University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: UECS shares recruitment data with the University of Essex who provide human resources services.

**JOB DESCRIPTION – Job ref REQ00299**

<b>Job Title and Scale:</b>	Housekeeper, Scale A
<b>Contract:</b>	Permanent, Part Time
<b>Hours:</b>	24 hours per week to be worked as required within the working operational window of 7am to 6pm, 5 days in 7 days (see general information).
<b>Salary:</b>	£15,554 per annum (pro rata), rising to £16,347 (pro rata) upon satisfactory completion of probationary period.
<b>Department/Section:</b>	Accommodation Essex
<b>Responsible to:</b>	Assistant Director UECS (Operations)
<b>Reports on a day to day basis to:</b>	Housekeeping Supervisor
<b>Purpose of job:</b>	To provide a quality, customer focused cleaning service to all areas of the residences.

**Duties of the Post:**

The main duties of the post will include:

The duties of the post, some of which will require physical effort such as standing for long periods, waking distances, pushing and pulling, climbing stairs and using cleaning equipment, will include the following:

Cleaning communal areas of the residential buildings to pre-determined standards, including kitchens, showers, toilets and corridors, all equipment, furniture and fittings.

Clean bedrooms, and en suite bathrooms including sanitary ware after occupancy, including ceiling, walls, windows and furniture.

Move furniture and soft furnishings during and after cleaning as necessary, including wardrobes and beds. Removing and replacing soft furnishings such as curtains as required.

Removing rubbish where necessary and maintaining adequate stocks of toilet paper and rubbish bags.

Servicing Conference client's rooms as required, including changing bed linen and provision of service packs.

Report any defects or repairs to the Housekeeping Supervisor where necessary.

Follow health and Safety guidelines at all times, particularly:  
 C.O.S.H.H (Control of Substances Hazardous to Health)  
 P.P.E (Personal Protective Equipment)



University of Essex Campus Services Limited

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[www.essex.ac.uk/uecs](http://www.essex.ac.uk/uecs)

Working at Heights

Kinetic Manual Handling

Ensuring that all cleaning materials and equipment are stored safely at all times and that only approved cleaning materials as detailed in the C.O.S.H.H register are used.

Any other duties as may be assigned from time to time by the Head of Department or his/her nominee.

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

**Terms of Appointment:**

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

Sept 2016

**JOB TITLE:** Housekeeper

**Qualifications /Training**

	<b>Essential</b>	<b>Desirable</b>
▪ GCSE Grade C or equivalent in English Language	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ NVQ Level 2 in Customer Care	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Awareness and knowledge of Health and Safety legislation relating to cleaning materials and working practises	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Previous cleaning experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ Be able to undertake the physical aspects of the post.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be able to read and understand any Health and Safety information in order to carry out the safe use of chemicals and equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be able to work as part of a team and alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Able to work in a multi-cultural environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to undertake domestic cleaning to a high standard	<input type="checkbox"/>	<input type="checkbox"/>
▪ Good communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to adapt to changes in the work schedule, particularly at the beginning and end of the academic year	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet the requirements of UK 'right to work' legislation *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A positive outlook and a professional manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A commitment to delivering good customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\*The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

**University of Essex Campus Services Limited**

**Additional Information**

**Benefits**

<ul style="list-style-type: none"> <li>• <b>competitive salaries</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>training and development</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>childcare facilities/vouchers</b></li> </ul>	

**Campus Services will focus on 5 core principles:**

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

**UECS Campus Services Ltd**

Created in 2010, a wholly owned subsidiary of the University of Essex, the Campus Service Directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 400 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University. UECS Ltd is a wholly owned subsidiary of the University of Essex.

**Accommodation Essex**

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

**Essex Sport**

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the Evolve gym and fitness rooms. Facilities are open to students, staff and members of the public.

**Essex Food**

Through their many catering outlets and delivered hospitality service on the Colchester campus, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

**Event Essex**

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

### **Print Essex**

Based on the Colchester Campus, Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

### **Wivenhoe Park Day Nursery**

Set in the peaceful surroundings of Wivenhoe Park, this purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

### **everythingEssex**

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus or on-line at <http://www.essex.ac.uk/everythingessex/>

### **Wivenhoe House Hotel**

This 4\* country house hotel has recently benefitted from an £11 million project to both restore the Georgian glory of Wivenhoe House as a country house hotel and to create the home of the Edge Hotel School. The hotel offers luxury suites and rooms, a 100 seater Brasserie, and flexible spaces for meetings and events. Wivenhoe House Hotel provides the Edge Hotel School with a unique environment, where students are studying for hotel management degrees whilst working and learning alongside some very talented industry professionals. Wivenhoe House Hotel Limited is a wholly owned subsidiary of the University of Essex.

### **University of Essex Campus Services Limited**

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

Further information on Campus Services can be found via [www.essex.ac.uk/uecs](http://www.essex.ac.uk/uecs).

### **Accommodation Essex**

You can find more information about the department at the following link <http://www.essex.ac.uk/accommodation/>

### **General information**

The current working pattern for this role is Monday to Thursday 9am - 2pm and Friday 9am - 1pm, however in the interests of working efficiency the University may from time to time review current working patterns. Changes to working patterns resulting from this will be subject to a minimum of 21 calendar days' notice.

Although there is no regular overtime built into this post, the post holder shall be expected to work when required, particularly when the University is preparing for special functions. Due to the nature of the work, this position has been deemed a Position of Trust. As such the University must take all responsible steps to ensure that staff recruited into such roles meets the highest standards of honesty and integrity. Therefore any applicants that are offered employment will be subject to completion of a Criminal Record Declaration form and enhanced referencing before appointment can be confirmed.



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To satisfy the enhanced referencing you will need to provide the names of referees who can cover a 3 year employment/ Education history. If you have not been in employment or education for any period over 1 month in the past 3 years please provide details of a person who is not a member of your immediate family or a close personal friend who will be able to confirm your suitability for the role.

We encourage all applicants to provide details of a criminal record at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, ([resourcing@essex.ac.uk](mailto:resourcing@essex.ac.uk); 01206 87 4588/3521) attaching brief details. We guarantee that this information is seen only be shared with the recruiting manager.

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence.

Informal enquiries may be made to Angie Flynn, Deputy Head Accommodation (Operations)> (telephone: 01206 872352 e-mail: [aflynn@essex.ac.uk](mailto:aflynn@essex.ac.uk)). However, all applications must be made online.

**No Smoking Policy**

University of Essex Campus Services Limited has a No Smoking policy.

**The University of Essex – a profile**

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, it has grown in both reputation and size. There are now more than 12,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences.