

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

Please complete the on-line application form, which includes questions that must be answered. (Shortlisting is undertaken by a panel after the closing date on the basis of information provided.)

NB. Please do not provide reference or other non-requested documents.

- To return to the Search Results page or to make an application, please close this window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

If you are invited to attend an interview, you will receive an email with details of the arrangements. If you have provided us with a mobile telephone contact number, you will also be notified via a text message telling you to visit your email account for further information.

As a wholly owned company of the University of Essex, University of Essex Campus Services Limited adheres to the principles of the University Two Ticks policy.

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 University Resourcing Team (01206-874588/873521) for help.

Closing Date: 24 November 2017

Interviews are planned for: To be confirmed

Produced on behalf of University of Essex Campus Services Limited by:
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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 REQ00943

Job Title and Band:	Facilities Assistant Chargehand Scale C Point 6
Contract:	Fixed-term, Full-time. This post is fixed-term 6/11/17 – 31/8/18 to meet a short-term need
Hours:	38 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)
Salary:	£18,146 per annum
Department:	Accommodation Essex
Responsible to:	Assistant Director UECS (Operations)
Reports on a day to day basis to:	Residential Services Manager
Purpose of job:	To lead, manage and motivate a team of Facilities Assistants and housekeepers to provide a quality, customer focused service and to ensure that the facilities are cleaned and maintained to the highest possible standards with the resources available. To assist with Facilities Assistants tasks when required

Duties of the Post:

The duties of the post, some of which will require physical effort such as standing for long periods, walking distances, climbing stairs, bending, stretching and lifting, pushing and pulling and using cleaning and maintenance equipment and driving university transport, will include the following:

Staff Management

1. Leading, managing and motivating a team of Facilities Assistants and Housekeepers who have responsibility for; removing rubbish and recycling from the student residences and transporting this to the compactor in a motorised vehicle. For collecting and distributing stores and equipment, undertaking health and safety checks, door lock maintenance and general minor repairs, and cleaning the student residences. This will include supervision and performance development reviews, training and development, sickness absence management and annual leave processing, ensuring that staff achieve the necessary standard of performance, and taking corrective action as appropriate.
2. Ensuring that they, and staff under their supervision, 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), Working at Heights, Manual Handling, Methods of Work and Risk Assessments.
3. Complying with the requirements of Data Protection by ensuring confidentiality when dealing with staff or keeping staff records.
4. Providing cover for Housekeeping Supervisors during periods of holidays or sickness absence.

Resource Management and Administration

1. Organising the daily workload for you and the team, taking into account the working schedules and the staff available on that day.
2. Undertaking Facilities Assistant duties when necessary.
3. Completing works instructions for faults and repairs using the Planet FM system.
4. Utilising various computer systems (such as Kinetics) to assist with the management of cleaning rooms, quality control, asset registers and minor repairs.
5. Carrying out stock checks of cleaning materials, furniture and equipment relating to residential accommodation and submitting order requests to the Residential Services Manager.
6. Issuing and collecting staff master keys/cards as required.
7. Undertaking routine inspections, including those for cleaning quality, room inspections, repairs and maintenance, vehicle and equipment safety and mandatory health & safety checks, including relevant paperwork.
8. Supervising the receipt and dispatch of laundry which is mainly handled over the summer vacation during the conference periods.

Customer Service

1. Ensuring that the accommodation is prepared for occupation, and serviced to required standards for both students and conference guests.
2. Ensuring rubbish and recycling is removed from residences efficiently following method of work.
3. Ensuring a positive and co-operative relationship with all colleagues, customers and visitors.
4. Liaising with Accommodation Essex Staff to ensure the provision of a seamless quality service to customers.

Other

Any other duties as may be assigned from time to time by the Assistant Director UECS (Operations) 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/uecs/default.aspx>

September 2017

PERSON SPECIFICATION

JOB TITLE: Facilities Assistant Chargehand

Qualifications /Training	Essential	Desirable
▪ GCSE Grade C, or equivalent, in English and Mathematics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ IOSH Certificate	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ NVQ Level 3 in Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge	Essential	Desirable
▪ Experience of supervising a small team of semi-skilled staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a customer focused environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Knowledge of Vingcard Lock System	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Previous experience working within residential accommodation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Awareness and knowledge of Health and Safety legislation for fire safety, legionella, cleaning materials and general working practices	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Able to undertake minor maintenance tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities	Essential	Desirable
▪ Be able to undertake the physical aspects of the post including manual handling, lifting, carrying, pushing and pulling	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to organise and use resources effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good verbal and written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work on own initiative, as well as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work in a multi-cultural environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Able to use Microsoft software especially for Outlook and Word and able to undertake data entry	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to manage the performance of staff effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other	Essential	Desirable
▪ The ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Able to remain calm in difficult situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Hold a full current UK driving licence	<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>

Additional Information

General Information

Normal working hours will be 38 hours per week to be worked as required within the working operational window of 7am to 6pm, 5 days in 7 days. However, in the interests of working efficiency the University may from time to time review current working patterns. Changes to the 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.

The current working pattern is 8.30am – 5pm Monday – Thursday and 9am – 4.45pm Friday with a 45 minute lunch break each day.

Informal enquiries may be made to Angie Flynn, Deputy Head of Accommodation (Operations) (telephone: 01206 872352, email: aflynn@essex.ac.uk). However, applications must be made online.

Benefits

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

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.

Campus Services

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 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.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, 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.

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

Essex Sport

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million Evolve gym and fitness rooms. At the Southend Campus there is the Evolve Gym and a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

Wivenhoe House Hotel

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

Essex Food

Through their many catering outlets and delivered hospitality service, 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

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, the 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/>

Further information on Campus Services can be found via www.essex.ac.uk/uecs.

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.

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, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into four faculties – Humanities, Science and Health and Social Sciences.

September 2017