

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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 (e.g. 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.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. 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 (01206-874588/873521/873461) for help.

Closing Date: 31 January 2018

Interviews are planned for: 14 February 2018

Produced 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 REQ01113

Job Title and Grade:	Porter, Grade A
Contract:	Permanent, full-time
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:	£15,932 per annum, rising to £16,744 on satisfactory completion of probationary period
Department/Section:	UECS / Accommodation Essex
Responsible to:	Deputy Director (Services)
Reports on a day to day basis to:	Housekeeping Supervisor
Purpose of job:	To provide a quality, customer focused service to all areas of the residences, including rubbish removal and cleaning of communal areas.

Duties of the Post:

The main duties of the post, some of which will involve manual duties, bending, stretching and lifting, will include:

- Removing rubbish and recycling from buildings and make ready to be transferred to appropriate receptacle.
- Cleaning communal areas of residences to the required standard, this will include stairways, landings, lifts, toilets, foyers and kitchen floors.
- Shampooing carpets, deep cleaning of kitchen floors when necessary. Ensuring machinery is kept in a clean and safe condition and reporting any issues to the Housekeeping Supervisor.
- Empty small external rubbish bins and make ready to be transferred to appropriate receptacle.
- Litter picking and general cleaning of areas directly outside of residential accommodation.
- Distribute student post.
- Assisting with distribution of laundry and the movement of equipment during conference season.
- Assisting with distribution of external deliveries, including Manual Handling of items such as mattresses and white goods.
- Ensuring that Health and Safety guidelines are followed at all times.
- Assisting with the training and mentoring of new and temporary members of staff within the team.

Any other duties as may be assigned from time to time by the Head of Department or their 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#>

January 2018

PERSON SPECIFICATION

JOB TITLE: Porter

Qualifications /Training

	Essential	Desirable
▪ 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

	Essential	Desirable
▪ 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"/>
▪ Knowledge of fire safety training	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Previous experience working within residential accommodation	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ 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"/>
▪ The ability to work under pressure and be adaptable at busy times	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good verbal communication and listening skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ 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

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University of Essex Campus Services Limited

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 8.45am – 5pm Monday – Wednesday, 9am – 5pm Thursday and 9am – 4.45pm Friday with a 30 minute lunch break each day.

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

Benefits

▪ competitive salaries	▪ training and development
▪ childcare facilities/vouchers	▪ 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.

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