

## 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 (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](http://DisabledGo.com) 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: 22 August 2018

Interviews are planned for: TBC

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 – REQ01552

<b>Job Title and Grade:</b>	Housekeeping and Waste Management Supervisor UECS Band C
<b>Contract:</b>	Permanent, Full-time
<b>Hours:</b>	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).
<b>Salary:</b>	£19,215 per annum
<b>Department/Section:</b>	Accommodation Essex
<b>Responsible to:</b>	Deputy Director (Services)
<b>Reports on a day to day basis to:</b>	Residential Services Manager
<b>Responsible for:</b>	Housekeepers and Caretakers
<b>Purpose of job:</b>	To lead, manage and motivate a team of Housekeeping and Caretaking staff, to provide a quality customer focused service, and efficient rubbish removal from the student residences. To ensure facilities are cleaned and maintained to the highest possible standards with the resources available. To manage the day to day usage of the departments vehicles. To implement and manage all relevant health and safety procedures.

**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, 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; leading, managing and motivating a team of Housekeeping and Caretaking staff.
- Responsibility for cleaning, removing rubbish and recycling from the student residences and transporting this to the compactor in a motorised vehicle.
- Undertaking health and safety checks, door lock maintenance and general minor repairs.
- Responsible for supervision and staff performance development, sickness absence management and annual leave processing, ensuring that staff achieves the necessary standard of performance, and taking corrective action as appropriate.
- 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.

- Complying with the requirements of Data Protection by ensuring confidentiality when dealing with staff or keeping staff records.
- Providing cover for Housekeeping Supervisors during periods of holidays or sickness absence.
- Resource Management and Administration.
- Organising the daily workload for the team, taking into account the working schedules and the staff available on that day.
- Assist with some cleaning duties and rubbish removal, including driving a motorised vehicle, in exceptional circumstances.
- Responsible for the efficient organisation of rubbish removal and recycling from the student residences and transportation to the compactor in a motorised vehicle.
- Responsible for the organisation of rubbish removal and recycling from the student residences during the Christmas shutdown period.
- Completing works instructions for faults and repairs using the Planet FM system.
- Utilising various computer systems (such as Kinetics, Microsoft office) to assist with the management of cleaning rooms, quality control, asset registers and minor repairs.
- Carrying out stock checks of cleaning materials, furniture and equipment relating to residential accommodation and submitting order requests to the Residential Services Manager ensuring stock levels are maintained within departmental guidelines.
- Issuing and collecting staff master keys/cards as required.
- Ensuring all legislative requirements relating to Health and Safety checks are implemented, accurate and compliant records kept for audit purposes. These will include but are not limited to, legionella checks, fire alarm testing, and step ladder register.
- Undertaking routine inspections, including those for cleaning quality, room inspections, fire door inspections, repairs and maintenance, and equipment safety.
- Responsible for the management of the departmental vehicles in conjunction with the Operations Officer.
- Supervising the receipt and dispatch of laundry which is mainly handled over the summer vacation during the conference periods.
- Customer Service.
- Ensuring that the accommodation is prepared for occupation within required timeframes, and serviced to required standards for both students and conference guests.
- Ensuring a positive and co-operative relationship with all colleagues, customers and visitors.

- Liaising with Accommodation Essex Staff to ensure the provision of a seamless quality service to customers.
- Flexibility in relation to University key events, such as Arrivals Day, Visit Days, student “move out” days, Graduation, summer conference season and Christmas rubbish collection.
- Undertake any other duties that may be assigned by the Deputy Director (Services) 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:  
<https://www.essex.ac.uk/staff/working-at-essex/uecs-staff>

PERSON SPECIFICATION

**JOB TITLE:** Housekeeping and Waste Management Supervisor

**Qualifications /Training**

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

**Experience/Knowledge**

	Essential	Desirable
▪ Experience of supervising a small team of staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a customer focused environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience in cleaning and/or waste management	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>

**Skills/Abilities**

	Essential	Desirable
▪ Must be able to undertake the physical aspects of the post	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to plan and manage minor maintenance tasks	<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"/>
▪ Ability to use Microsoft software especially 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
▪ 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, a positive outlook and a professional manner.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Can fulfil the staff vetting requirements in respect of University Positions of Trust (see general information for more details)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Possession of a full, clean UK-valid driving licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>



University of Essex Campus Services Limited

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\* 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

**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 being Monday to Thursday 8.30am to 5pm and Friday 9am - 4.45pm, 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.

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 enquires may be made to Angie Flynn, Deputy Head Accommodation (telephone: 01206 872352 email @ [aflynn@essex.ac.uk](mailto:aflynn@essex.ac.uk)). However all applications must be made online.**

**Benefits**

▪ <b>competitive salaries</b>	▪ <b>training and development</b>
▪ <b>childcare facilities/vouchers</b>	▪ <b>generous holiday scheme</b>

**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**





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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](http://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.

### **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.