



## **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.

**Closing Date: 26 September 2016**

**Produced on behalf of Wivenhoe House Hotel Limited by:  
University of Essex Resourcing Team  
Human Resources  
Wivenhoe Park  
Colchester CO4 3SQ  
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**Wivenhoe House Hotel Limited (WHH) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of WHH 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: WHH shares recruitment data with the University of Essex who provide Human Resources services.**

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[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)



**Wivenhoe House Hotel Limited**

**JOB DESCRIPTION – Job ref REQ00200**

<b>Job Title and Grade:</b>	Housekeeper/Porter Grade 2
<b>Contract:</b>	Permanent, full-time
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days from 7)
<b>Salary:</b>	£15,643 per annum
<b>Responsible to:</b>	Housekeeping Manager
<b>Responsible for:</b>	Housekeeping Manager/Housekeeping Supervisor
<b>Purpose of job:</b>	To consistently deliver high standards of service to Wivenhoe House Hotel Guests and to support, guide and train the Student Practitioners carrying out cleaning duties within hotel bedrooms and suites to agreed standards as well as main areas of the hotel.

**Duties of the Post:**

1. Cleaning of designated areas of the hotel to the agreed standards and within the agreed timeframes ensuring care and attention to detail at all times.
2. Ensure all housekeeping and linen stores are well maintained; perform linen and towels stock count when requested.
3. Prepare rooms to the agreed standards and time frames.
4. Carry out all reasonable Guest, VIP's and special requests as instructed by Housekeeping Manager or their nominee.
5. Be fully conversant with all policies and procedures and licensing laws affecting the health, safety and well being of staff and guests.
6. Undertake any reasonable duties as requested by the Hotel Manager or his/her nominee.
7. Ensure all housekeeping storage areas are packed according to specifications.
8. Ensure all damaged linen and towels are removed from circulation and reported to the Housekeeping Manager or their nominee.
9. Perform linen change in occupied rooms as per agreed standards and ensure all soiled and dirty linen is removed from the rooms and placed in the correct bags.

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10. Ensure 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.
11. Carry out special cleaning tasks as directed.
12. Ensure all maintenance defects are reported promptly.
13. Follow Health & Safety guidelines at all times, particularly C.O.S.H.H., Manual Handling, Working at Heights, etc.
14. Ensure security of allocated keys and Guest rooms at all times.
15. Covering housekeeping porter duties with cleaning public areas and distribution of clean linen.
16. Provide excellent customer service at all times.
17. The post will involve manual duties, bending, stretching and lifting.

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 and do not form part of the contract of employment.

For a full description of the terms of appointment for this post please see the attached document.



**PERSON SPECIFICATION – Housekeeper/Porter Ref.REQ00200**

**Qualifications /Training**

	<b>Essential</b>	<b>Desirable</b>
▪ NVQ Level 2 in Customer Care or Hospitality		X
▪ COSHH training		X
▪ Manual Handling		X

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Previous experience in a similar role		X
▪ Previous experience of training new staff in housekeeping teams		X
▪ Previous experience in a Hotel		X

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ Strong customer care skills	X	
▪ Ability to work efficiently under pressure	X	
▪ Excellent attention to detail	X	
▪ A high standard of personal presentation	X	
▪ Confident, professional and welcoming manner	X	
▪ Ability to deal with high profile clients in a professional manner	X	
▪ Very good organisational skills	X	
▪ Excellent team player	X	
▪ Patience to share knowledge and experience with teams of student practitioners	X	
▪ Self-motivated	X	
▪ Ability to read and understand Health & Safety information in order to carry out duties in a safe manner whilst using chemicals and equipment	X	
▪ Be able to undertake the manual aspects of this post, some of which will require physical effort	X	

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet requirements of the UK right to work legislation*	X	

\* 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>

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Wivenhoe House Hotel Limited is registered in England and Wales with registered number 07075571  
and the registered office is Wivenhoe Park Colchester Essex CO4 3SQ VAT number 985 1699 59



## **Wivenhoe House Hotel Limited**

### **Additional Information**

#### **Benefits**

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

#### **Essex 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 – Venue Essex, Print Essex, Hospitality Essex and Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

#### **Wivenhoe House Hotel (Opening in June 2012)**

This ambitious £11 million project both restored the Georgian glory of Wivenhoe House as a 4 star country house hotel and also created the home of the Edge Hotel School. The hotel offers luxury suites and rooms, a 100 seater Brasserie, fine dining, and flexible spaces for meetings and events. As the home of the Edge Hotel School, this is a unique environment, where hotel staff are future leaders of the hospitality industry, working and learning alongside the best of industry professionals.

#### **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.

#### **Sports Centre**

Including the new £1.4 million Evolve gym and fitness rooms, the Sports Centre offers excellent indoor and outdoor facilities and a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

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### **Hospitality Essex**

Through their many catering outlets and delivered hospitality service, Hospitality Essex 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.

### **Venue Essex**

Venue 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.

### **Day Nursery**

Set in the peaceful surroundings of Wivenhoe Park, the purpose built 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.

### **Merchandising**

From 2011, Commercial Services will be co-ordinating official University of Essex merchandise and gifts. This exciting project includes product development and improving routes to market.

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

### **Wivenhoe House Hotel Limited**

The successful candidate will be employed by Wivenhoe House Hotel Limited, a wholly owned subsidiary of the University of Essex. The terms of employment for this role are specific to Wivenhoe House Hotel Ltd.

### **No Smoking Policy**

Wivenhoe House Hotel 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 9,000 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. We employ more than 2,000 members of staff.