



## RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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Making an application:

**Please complete the short on-line application form, which includes some standard questions, and attach the following documents.** (Shortlisting is undertaken by a panel after the closing date on the basis of information provided.)

- a. Covering letter - explaining why you are interested in this post, and giving examples to demonstrate how you meet the requirements of the job as outlined.
- b. Curriculum vitae - giving full details of your qualifications and experience to date;

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

- 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.**

If you are invited to attend an interview, you will receive an email with details of the arrangements.

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) for help.

Closing Date: 6 August 2018

Interviews are planned for: To be confirmed

**Produced on behalf of Wivenhoe House Hotel Limited by:**  
**University of Essex Resourcing Team**  
**Human Resources**  
**Wivenhoe Park**  
**Colchester CO4 3SQ**  
**United Kingdom**  
**Tel: +44 (0)1206 874588/873521**  
**Email: [resourcing@essex.ac.uk](mailto:resourcing@essex.ac.uk)**

**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.**

Wivenhoe House Wivenhoe Park Colchester CO4 3SQ  
[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)



**Wivenhoe House Hotel Limited**

**JOB DESCRIPTION – Job ref REQ01582**

|  |  |
|--|--|
| <b>Job Title and Grade:</b>              | Housekeeper<br>Band 2  |
| <b>Contract:</b>                         | Permanent, Full-time   |
| <b>Hours:</b>                            | 40 hours per week (to be worked flexibly 5 days from 7, including evenings up until 8:30pm, weekends and bank holidays)  |
| <b>Salary:</b>                           | £16,595 per annum  |
| <b>Department/Section:</b>               | Housekeeping   |
| <b>Responsible to:</b>                   | Housekeeping Manager   |
| <b>Reports on a day to day basis to:</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:**

The main duties of the post will include:

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. Work in teams, assisting with guiding, mentoring and coaching Students Practitioners from the Edge Hotel School working in Housekeeping.
6. Assist in any way that may be necessary to ensure the efficiency and smooth running of the Housekeeping Department.
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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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



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. Undertake any reasonable duties as requested by the Housekeeping Manager 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#>

July 2018



## PERSON SPECIFICATION

|                               |
|-------------------------------|
| <b>JOB TITLE:</b> Housekeeper |
|-------------------------------|

### Qualifications/Training

|   | Essential                | Desirable                           |
|---|--------------------------|-------------------------------------|
| ▪ NVQ Level 2 in Customer Care or Hospitality | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| ▪ COSHH training                              | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| ▪ Manual Handling                             | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

### Experience/Knowledge

|   | Essential                | Desirable                           |
|---|--------------------------|-------------------------------------|
| ▪ Previous experience in a similar role                           | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| ▪ Previous experience of training new staff in housekeeping teams | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| ▪ Previous experience working in a Hotel environment              | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

### Skills/Abilities

|   | Essential                           | Desirable                |
|---|-------------------------------------|--------------------------|
| ▪ Strong customer care skills   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Ability to work efficiently under pressure  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Excellent attention to detail   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ A high standard of personal presentation  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Confident, professional and welcoming manner  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Ability to deal with high profile clients in a professional manner  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Very good organisational skills   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Excellent team player   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Patience to share knowledge and experience with teams of student practitioners  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Self-motivated  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Ability to read and understand Health & Safety information in order to carry out duties in a safe manner whilst using chemicals and equipment | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ▪ Be able to undertake the physical aspects of this post  | <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"/> |
| ▪ Flexible approach to working times                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |



\* The Company 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>

July 2018

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### **Wivenhoe House Hotel Limited**

#### ADDITIONAL INFORMATION

#### **Wivenhoe House Hotel**

Wivenhoe House is as a 4 star country house hotel and home of the Edge Hotel School. The hotel offers luxury suites and rooms, a 100 seater Brasserie, afternoon tea, and flexible spaces for meetings and events. As the home of the Edge Hotel School, this is a unique environment, where alongside learning the academic theory, hotel staff are future leaders of the hospitality industry, working and learning alongside you and other industry professionals.

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 Limited.

You can find more information about the department at the following link: <http://www.wivenhoehouse.co.uk/>

#### **Benefits**

- Competitive salaries
- Training and Development
- Childcare facilities/vouchers
- NEST pension scheme
- Generous holiday allowance
- Meals on duty
- Discount of 50% on overnight stays and food and 20% on beverages
- Free overnight stay for two people including dinner for every year of service
- Dry cleaning service for staff uniform
- Monthly employee recognition programme

#### **General Information**

Informal enquiries may be made to Anna Novak, Housekeeping Manager (telephone: 01206 863666, e-mail: [anovak@wivenhoehouse.co.uk](mailto:anovak@wivenhoehouse.co.uk)). However, applications must be made online.

#### **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.

An internationally diverse campus university with a genuine longstanding commitment to internationalisation, today more than 130 countries are represented within the student body and 38% of our students are from overseas.

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