University of Essex Campus Services Limited
Wivenhoe Park Colchester CO4 3SQ United Kingdom
T 01206 873753 **E** uecs@essex.ac.uk
www.essex.ac.uk/uecs

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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. 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 in the Person Specification.
b. A curriculum vitae - giving full details of your qualifications and experience to date.

- 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.**

Our commitment to Equality, Diversity and Inclusion

At Essex our people are at the centre of everything we do and we aspire to build a culture in which every member of the University feels valued and can flourish.

We are committed to equality of opportunity, to being fair and inclusive. We therefore particularly encourage applications from candidates who are likely to be underrepresented in our workforce.

These include people from Black, Asian and Minority Ethnic backgrounds; disabled people and LGBTQ+ people and from women in our grades 9-11 roles.

The diversity of our community is more than where our staff and students come from. More than 1000 of our staff and students identify as LGBTQ+, more than 1,300 have declared a disability and many members of our community follow a religion or belief.

You can read more about our commitment to Equality, Diversity and Inclusion here.

Our Strategy sets out how we will do this through the delivery of a fair and supportive working environment for all.

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.

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 876559) for help.

*****Please note that this vacancy is being advertised on a rolling basis. Applications will be reviewed weekly, and interviews scheduled on a regular basis whilst the role continues to be advertised. Potential applicants should be aware that the University reserves the right to withdraw this role at short notice if the position is filled early*****

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.

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JOB DESCRIPTION – Job ref REQ10419

Job Title and Band:	Housekeeper, Band B
Contract:	Permanent, Part-Time
Hours:	24 hours per week, current working pattern Monday to Thursday 9am to 2pm and Friday 9am to 1pm (see general information).
Salary:	£ 26,650.29 per annum (pro rata) (£13.45 per hour)
Department:	Soft FM Services
Responsible to:	Head of Soft FM Services
Reports on a day to day basis to:	Team Clean Supervisor
Purpose of job:	To provide a quality, customer focused cleaning service to all areas of the residences.

Duties of the Post:

The duties of the post, some of which will require physical effort such as standing for long periods, waking distances, pushing and pulling, climbing stairs and using cleaning equipment, will include the following:

1. Cleaning communal areas of the residential buildings to pre-determined standards, including kitchens, showers, toilets and corridors, all equipment, furniture and fittings.

2. Clean bedrooms, and en suite bathrooms including sanitary ware after occupancy, including ceiling, walls, windows and furniture.

3. Move furniture and soft furnishings during and after cleaning as necessary, including wardrobes and beds. Removing and replacing soft furnishings such as curtains as required.

4. Removing rubbish where necessary and maintaining adequate stocks of toilet paper and rubbish bags.

5. Servicing Conference client's rooms as required, including changing bed linen and provision of service packs.

6. Report any defects or repairs to the Housekeeping Supervisor where necessary.

7. 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
   Kinetic Manual Handling

8. Ensuring 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.

9. Any other duties as may be assigned from time to time by the Deputy Director UECS (Operations) or her/his 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 and do not form part of the contract of employment.

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

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PERSON SPECIFICATION

JOB TITLE: Housekeeper	**POST REF: REQ10419**

Qualifications /Training	**Essential**	**Desirable**
▪ GCSE Grade C or equivalent in English Language		x
▪ NVQ Level 2 in Customer Care		x

Experience/Knowledge	**Essential**	**Desirable**
▪ Awareness and knowledge of Health and Safety legislation relating to cleaning materials and working practises		x
▪ Previous cleaning experience	x	

Skills/Abilities	**Essential**	**Desirable**
▪ Be able to undertake the physical aspects of the post.	x	
▪ Be able to read and understand any Health and Safety information in order to carry out the safe use of chemicals and equipment	x	
▪ Be able to work as part of a team and alone	x	
▪ Able to work in a multi-cultural environment	x	
▪ The ability to undertake domestic cleaning to a high standard	x	
▪ Good communication skills	x	
▪ The ability to adapt to changes in the work schedule, particularly at the beginning and end of the academic year	x	

Other	**Essential**	**Desirable**
▪ The ability to meet the requirements of UK 'right to work' legislation*	x	
▪ A positive outlook and a professional manner	x	
▪ A commitment to delivering good customer service	x	
▪ A flexible approach to work	x	

* In accordance with Home Office guidance and the Asylum, Immigration and Nationality Act 2006 the University of Essex has a responsibility to ensure 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. For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and may be able to provide sponsorship to successful candidates who are offered skilled roles and meet the eligibility criteria. Further information about UK immigration requirements and working in the UK can be found on the Home Office website

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Additional Information

General Information

Appointment to this post will be made on a part-time (24 hours per week) basis to be worked as required within the working operational window (09:00am – 14:00pm Monday to Thursday and 09:00am – 13:00 pm Fridays, 5 days in 7 days).

In the interests of working efficiency UECS may from time-to-time review current working patterns. Hours may be required to be worked within the operational window of 5.30am to 8pm, 5 days in 7 days. 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.

Informal enquiries may be made to Soft FM Services (email ems-helpdesk@essex.ac.uk). However, applications must be made online.

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) 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.

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University of Essex Campus Services Limited

Benefits

• **competitive salaries**	• **training and development**
• **childcare facilities/vouchers**	

Campus Services has 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 and 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 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 refurbed gym and fitness rooms. There are 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

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Event Essex promotes the vast range of University of Essex conference, meeting and event venues to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

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.

Everything Essex
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.

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.

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 16,500 students studying at three campuses - in Colchester, and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences.

Staff communities, networks and forums
We are proud to have a number of staff Networks including: Access Forum, Black Asian and Minority Ethnic community Staff Forum, Essex Women's Network, Global Forum, LGBTQ+ and Allies Community and Parent's Support Network.

Our Colchester campus based Faith Centre hosts regular services, meetings and events organised by our chaplains and faith representatives.

This document is produced by:

Resourcing Team
People & Culture
University of Essex
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