Rapid Response Assistants: Cleaning Services
Directorate of Estates & Campus Services

Closing date: 21/06/2018
Interview date: 10/07/2018
Vacancy reference: 6727
INTRODUCTION

Working within Facilities Services, the Rapid Response Team provides a rapid response cleaning service to all areas of the university and outlying premises.

Team members carry out planned deep-cleaning project work across the University campus. Their work includes the use of specialised industrial cleaning equipment and at times they are required to work at heights.

The Rapid Response Team also undertake driving duties of lightweight University vehicles and commercial vans around the estate as required and are responsible for furniture moves and room set ups around campus. It is therefore essential that members of this team hold a full, UK driving licence.

The Rapid Response Team are in daily contact with students, staff, contractors and guests.

Regular working hours are assigned however, in order to maintain flexibility within the team Rapid Response Assistants are at times and when operationally necessary, required to work flexibly between the hours of 07:00 and 22:00 on any 5 days out of 7 including weekends.

There are currently two positions available for which the regular hours of work are as follows:

Post 1
Full time at 37 hours per week
12:00—20:00 Tuesday, Wednesday, Thursday and Friday plus 07:00—15:00 Saturday

Post 2
Part time at 30 hours per week
12:00—20:00 Monday, Tuesday and Wednesday plus 07:00—15:00 Sunday

Stephen Talboys,
Director of Estates and Campus Services
# JOB DESCRIPTION

## At a glance

<table>
<thead>
<tr>
<th>Salary</th>
<th>£16,982—£18,777 per year reduced for part time working</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>1 x Full time at 37 hours per week</td>
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<tr>
<td></td>
<td>1 x Part time at 30 hours per week</td>
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<tr>
<td>Contract type</td>
<td>Open</td>
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<tr>
<td>Based at</td>
<td>Heslington Campus</td>
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## Main purpose of the role

To carry out general and planned deep cleaning and room set up duties when requested by line management to the required standard and in accordance with agreed service levels.

## Key responsibilities

- Carry out the movement of furnishings such as furniture and white goods across the estate when instructed by line management, including full office moves.
- Respond to emergency situations such as flooding, to include the use of specialised cleaning equipment.
- Undertake specialised cleaning activities including body fluid spills, disposal of sharps, animal waste and chalkboards.
- Undertake stripping and polishing of floors, to include the use of specialised equipment.
- Use of tools to dismantle and build furniture, repair freestanding furniture and other equipment.
- Cleaning of in-built electrical and lighting equipment involving electrical isolations and dismantling fixtures.
- Use of hot and cold pressurised cleaning equipment internally and externally.
- When required; undertake driving duties on University vehicles used for collection of items for transportation around campus and the city of York.
- Carry out movement and secure disposal of confidential waste across campus.
- Undertake room set-ups as instructed by line management.
- Accept receipt of and undertake delivery of stores to locations across campus as required.
- Cleaning whilst working at height.
- Liaising with and following instruction from University staff and Conference delegates.
- Use initiative and problem-solving skills to handle unexpected challenges without supervisory intervention.
- Report any defects in equipment or the working environment to the line management.
- Assist the University in the security and energy management programme by ensuring that all lights are switched off and windows closed and locked as appropriate.
- Carry out movement and secure disposal of confidential waste across campus.
- Undertake room set-ups as instructed by line management.
- Collection of items for transportation around campus.
- Cleaning whilst working at height.
- Liaising with and following instruction from University staff and Conference delegates.
- Use initiative and problem-solving skills to handle unexpected challenges without supervisory intervention.
- Report any defects in equipment or the working environment to the line management.
- Assist the University in the security and energy management programme by ensuring that all lights are switched off and windows closed and locked as appropriate.

## The postholder will also be required to

- Take care to safeguard their own safety and that of others: staff members must not use electrical equipment without having had the correct training.
- Not interfere with or misuse anything provided in the interests of health, safety or welfare.
- Following training, ensure that cleaning materials and equipment are used in a safe, efficient and cost-effective way.

## Other requirements of the post

- There is a requirement to, work flexibly within the hours 07:00 to 22:00 across any 5 days out of 7, including regular weekends as part of your standard working hours.
- There is a requirement to attend training and development courses as required.
- There is a requirement to undertake training to Mandatory unit Level, British Institute of Cleaning Service (BICSc), training on mobile scaffolding towers and ‘All-Terrain Vehicle’ (ATV).

## A full, UK driving licence is required

The list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Essential / Desirable</th>
<th>Qualifications</th>
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<tbody>
<tr>
<td><strong>Essential</strong></td>
<td>Full driving licence</td>
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<td>Educated to GCSE level or equivalent</td>
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<td><strong>Desirable</strong></td>
<td>Mandatory Unit Level 1-3, British Institute of Cleaning Science (BICS)</td>
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<td>Customer Care Certificate</td>
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<tr>
<th>Essential / Desirable</th>
<th>Knowledge</th>
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<td><strong>Essential</strong></td>
<td>Knowledge of chemicals and safe methods of working</td>
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<td>Understanding of health &amp; safety issues in relation to manual handling and safe working</td>
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<td><strong>Desirable</strong></td>
<td>Understanding of safe working practices when working with tools and electricity</td>
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<tr>
<th>Essential / Desirable</th>
<th>Skills, abilities and competencies</th>
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<td><strong>Essential</strong></td>
<td>A general understanding of cleaning materials, equipment and procedures</td>
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<td>Ability to work as part of a multi-disciplinary team</td>
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<td>Good interpersonal skills</td>
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<td><strong>Essential</strong></td>
<td>Excellent customer service skills to enable interaction with staff, students and conference guests</td>
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<td>Ability to carry out significant manual handling duties such as using heavy floor cleaning machinery</td>
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<td>Ability to follow written, verbal and diagrammatic instructions</td>
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<td>Ability to undertake cleaning tasks whilst working at heights</td>
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<td><strong>Desirable</strong></td>
<td>Ability to multi-task</td>
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<td>Basic IT skills, including email and data entry</td>
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<td>Ability to write outline reports on outstanding maintenance issues</td>
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## PERSON SPECIFICATION

### Experience

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<tr>
<th>Previous experience of working in a similar post</th>
<th>Desirable</th>
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### Personal attributes

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<tr>
<th>Clean and tidy appearance</th>
<th>Essential</th>
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<tr>
<td>Ability to undertake training courses and reach the required standard</td>
<td>Essential</td>
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<td>The ability to work 5 days over 7, which will include weekends</td>
<td>Essential</td>
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### Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values](#).

<table>
<thead>
<tr>
<th>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</th>
<th>Essential</th>
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<tr>
<td>Have strong team spirit and pride in your standard of work.</td>
<td>Essential</td>
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<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
<td>Essential</td>
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DEPARTMENT

Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work.

Our role is ‘to provide services and facilities to the core business of the University and the wider University community’. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University’s operational needs.

DECS is split into three main areas of service delivery, each overseen by a Director:

**Estates Operations**: Are responsible for providing a ‘fit for purpose estate’, ensuring:

- well-planned operations and maintenance of the University’s Buildings and Grounds, whilst meeting environmental sustainability objectives;
- the efficient provision of requisite infrastructure and of utility supplies;
- that the University’s Estate meets health, safety and other statutory compliance requirements.
- the effective management of the University’s property portfolio.

**Estates Development**: Leads the sustainable development of the campus

- setting out the vision, master plan framework, estate strategy and design standards for the campus;
- forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the needs of the University

**Campus Services**: Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:

- ensuring the efficient allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;
- providing effective facilities services including cleaning, travel and mail room services;
- leading highly-engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;
- ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible decision making across DECS.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.

THE UNIVERSITY

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit [Rewards Extra](#)
Apply online

- Go to https://jobs.york.ac.uk

Find this job using reference 6727

- Complete the online application form. [Paper applications are available on request]

You will need to submit your completed application by midnight (GMT) on Thursday 21st June 2018

What will I need?

We will ask you for details of:

- your personal attributes
- relevant skills and abilities
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to sarah.frankland@york.ac.uk

If you have any questions about your application, contact DECS Recruitment Team:

jea528@york.ac.uk

+44 (0)1904 322073 or 323376