Retail Cleaner

Closing date: 29 January 2020
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to ‘Investors in People’ and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood,
Director of Commercial Services

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

Retail

The Retail division of Commercial Services has three Nisa stores serving the campus and surrounding areas.

We also have an online store selling university merchandise, a gift shop selling branded University of York gifts and clothing, and we manage the vending machines and launderettes located in the colleges.

The Retail service aims to provide good value for money, excellent customer service and enhance the customer experience through our well trained / skilled, informed and motivated workforce. We aim to provide a positive financial contribution to commercial services and the University.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

There are a number of commercially focussed sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and traders
- Salary sacrifice schemes including cycle to work, and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Main purpose of this role

Working in one of our Nisa stores at the University of York as a Cleaner you will ensure that all allocated areas are cleaned to a consistently high standard.

Key responsibilities and duties:

- Carry out general cleaning duties, in any areas allocated by the Supervisor or Manager, to the required standard and in accordance with agreed service levels.
- Ensure that cleaning materials and equipment are used in a safe, efficient and cost-effective way.
- Co-operate with the Management Team when random work monitoring inspections are carried out. Comply with any consequent instructions or recommendations.
- Ensure allocated areas are locked / unlocked as directed.
- Occasional movement of furniture as required.
- Maintain cleanliness of fixtures and fittings as required.
- Assist the Company in the security and energy management programme by ensuring that all lights are switched off and windows closed and locked as appropriate.
- Take care to safeguard their own safety and that of others.
- Provide cover for absences as required. This could involve working in other areas if required.
- Place orders for cleaning materials with the store manager.

Working Conditions:

Due to the nature of the work, the post holder will be on their feet for the duration of the shift.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
# CANDIDATE SPECIFICATION

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<th>QUALIFICATIONS</th>
<th>ESSENTIAL</th>
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<td>British Institute of Cleaning Services Certificate (BICS)</td>
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<th>KNOWLEDGE</th>
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<td>• General understanding of cleaning materials, equipment and procedures.</td>
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<th>SKILLS / ABILITIES/ COMPETENCIES</th>
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<td>• Ability to understand the requirement of the job and to carry out the duties as instructed</td>
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<td>• Effective communication skills with the ability to interact with other staff, students, conference guests and external customers.</td>
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<td>• Ability to carry out significant manual handling duties such as, use of heavy floor cleaning machinery, using stairs etc.</td>
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<td><strong>EXPERIENCE</strong></td>
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<td>• Previous experience in a similar role</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• In response to business needs to be reasonably flexible with working hours</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using the reference 8361
- Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

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

YCL will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries toycl-hradmin@york.ac.uk
01904 328413 / 01904 328424