

**Job Description for the Post of  
Senior Domestic Assistant (Ref: EST09/18)**

**1. General Details**

Job Title:	Senior Domestic Assistant
Location:	Estates
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 2 currently £7.34 - £7.74 per hour

**2. Job Purpose**

- § The supervision of a small team of domestic assistants
- § Cleaning duties to provide domestic services in accordance with the University Cleaning Specification

**3. Relationships**

Responsible to:	Head of Campus and Operational Services / Campus Operations Manager via Domestic Services Manager
Responsible for:	A small team of domestic assistants

**4. Main Activities**

- § The supervision and deployment of a team of domestic assistants to ensure cleaning is carried out in accordance with the university standards and specification within a designated area of responsibility.
- § Undertake individually or as part of a team, the cleaning of designated areas of University either internal or external in accordance to the required standards and specification.
- § To ensure that the areas are kept in a clean and hygienic condition. This will include washing, sweeping, vacuum cleaning, emptying litter / rubbish bins, polishing, dusting, carpet cleaning, window cleaning and using the necessary powered equipment where appropriate. Designated areas may include toilet and associated facilities.
- § Replacement of consumable items, e.g. soap, toilet rolls, towels, etc. The control, receipt and issue of consumable items to domestic assistants. Keeping and maintaining records for this.
- § Work in compliance with Health and Safety regulations and good working practices. Reporting of repairs required to cleaning equipment and identified faults in allocated areas. Attending relevant staff development training courses.
- § Responsibility for allocated keys, and the operation of building security procedures as directed by the Head of Campus and Operational Services or their nominated deputy.
- § To transfer between working areas as instructed by Domestic Services Manager to cover work for absent colleagues on a temporary basis.
- § To use good customer care / diversity practices to colleagues, staff, students and visitors to the University.
- § Any other reasonable duties as may be required from time to time by the Head of Campus and Operational Services or their nominated deputy.

## 5. Person Sought

### *Essential Criteria:*

- § A minimum of one year's experience in a similar role and environment
- § Demonstrable experience of providing excellent customer service
- § A willing and conscientious attitude to work
- § Ability to display initiative
- § Good supervisory skills
- § The ability to work individually or as part of a team
- § Considerable experience of cleaning methods and machinery
- § Basic Health & Safety, COSHH and Manual Handling training
- § Willingness to undertake appropriate staff development training
- § Ability to communicate effectively with colleagues, staff, students and members of the public
- § Commitment to the University's mission and delivery of the University Plan

### *Desirable Criteria:*

- § Possession of an appropriate cleaning qualification (those not qualified to this standard must be willing to undergo training to achieve an award)
- § Basic IT skills (those without the appropriate skills must be willing to undergo training)

## 6. Special Conditions

- § This is a permanent post working 10 hours per week (Saturday & Sunday 6am-11am).
- § Hours of work will be as per contract. Times to be arranged by mutual agreement. Some flexibility will be required and hours to be worked on a 5 from 7 day basis. Where changes to working patterns occur a maximum period of notice will be provided, as a minimum one week's notice will be provided where possible.
- § Within the context of the main activities, some heavy lifting will be required. Uniform and protective clothing will be provided and must be worn whilst on duty only.
- § Extra hours may be required from time to time for which appropriate additional payments will be made.
- § Although primarily based at the Stoke Campus, you may be required to cover at other University campuses.
- § The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised

March 2010

### Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### **Applying for this post**

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

**Please note that CVs will only be accepted in support of a fully completed application form.**

Completed application forms and any accompanying information should be returned via e-mail to [jobs@staffs.ac.uk](mailto:jobs@staffs.ac.uk) or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

**PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS 26 MARCH 2010**

### **Procedure following Receipt of Applications**

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

**If you require a copy of the vacancy information in large print please contact us**

**Appointment to the University**

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

**Medical Clearance**

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

**Eligibility to Live and Work in the UK**

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and work in the UK. Any offer of employment is subject to this documentation being provided.

**CRB Clearance**

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

**Qualifications**

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

**Pension Contributions**

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

**Payment of Salary**

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank or building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

**Annual Leave**

Individuals are entitled to the following leave entitlements based on the grade of the post:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

\* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday Monday
- Late Summer Bank Holiday Monday
- Christmas Day to New Year's Day (inclusive)

**Sickness Pay**

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

**Trade Union Membership**

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.