



## Application Information Pack

### Housekeeper

Part Time, Permanent

All Hours Considered (please specify on applying)

Coltishall, Norfolk

## Introduction to Girlguiding Anglia

Thank you for your interest in the role of housekeeper at Hautbois Activity Centre. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

### About Girlguiding Anglia

Girlguiding Anglia is one of the nine Countries and Regions of Girlguiding, the UK's leading charity for girls and young women. The Region covers the following counties - Bedfordshire, Buckinghamshire, Cambridgeshire (West and East), Essex (West, North East and South East), Hertfordshire, Lincolnshire South, Norfolk, Oxfordshire and Suffolk.

We are dedicated to enabling girls and young women to develop their potential and to make a difference in the world. Guiding offers girls and young women a space where they can be themselves, build friendships, gain valuable skills and make a positive difference to their communities. Our dedicated volunteers run Rainbow, Brownie, Guide and Ranger groups throughout Anglia regions twelve guiding counties.

Girlguiding Anglia is a volunteer-led organisation, with all employees working in partnership with our members for the benefit of girls, young women and volunteers. The policy and decisions regarding the Region are overseen by trustees, who are all volunteers, and the CEO who is a paid member of staff.

For more information please go to Girlguiding Anglia's website:  
[www.girlguiding-anglia.org.uk](http://www.girlguiding-anglia.org.uk)

### Hautbois Activity Centre

Hautbois Activity Centre, is set in the Norfolk countryside and is an expert provider of outdoor adventures and opportunities for learning and discovery.

Owned by Girlguiding Anglia, Hautbois offers a wide range of outdoor activities and residential opportunities. Our customer base includes Guiding and Scouting, youth groups, schools and colleges, as well as corporate and private event bookings.

Set in a 28-acre woodland estate on the outskirts of Coltishall, indoor accommodation is provided at Hautbois House, a large twelve-bedroom house catering for residential groups of up to 59. In addition, Hautbois has seven campsites (with a maximum capacity of 350), plus the Reedcutters' Village, a residential village sleeping 48 in shepherds' huts, and over 25 adventurous outdoor activities, including abseiling, climbing, archery and water activities on the River Bure.

Its work changes throughout the year with the main peak season running from April to October. There are currently 12 full-time and 1 part-time staff members, and other staff are employed as required during busy times.

Hautbois Activity Centre website: [www.hautbois.org.uk](http://www.hautbois.org.uk)

# Housekeeper

Hautbois Activity Centre is looking for a housekeeper to work closely with the Catering and Housekeeping Manager and team to ensure the smooth running of the estate.

We are looking for someone with an enthusiastic and positive outlook who can bring to the role a variety of skills and experience across the key areas shown in the job description, including the ability to work on their own as well as part of the team.

**Working Hours:** Open to consideration

**Salary:** From £17,290 pro rata

Permanent

**Duration:**

**Applications:**

Please complete the **Application Form and Equality & Diversity Monitoring Form** located at the end of this pack.

Return your application by email to: [abbies@hautbois.org.uk](mailto:abbies@hautbois.org.uk)

or by post, marked private and confidential to:

Abbie Stewardson  
Deputy Estate and Centre  
Manager Hautbois Activity  
Centre 5 Great Hautbois Road  
Coltishall  
Norwich  
Norfolk, NR12 7JN

**Closing Date for Applications: 5pm Monday 7th February 2022**

**Shortlisting:** Candidates will be shortlisted on the basis of the application form.

**Interviews:** Interviews will take place by arrangement and times and dates will be confirmed by email/telephone.

If you have not heard about the outcome of your application by 14 February 2022 please assume you have been unsuccessful on this occasion.

## Job Description

### Job Description - Hautbois Activity Centre

**Post:** Housekeeper

**Responsible to:** Hautbois Committee

**Line management:** Deputy Estate & Centre Manager

#### Purpose

To carry out all laundry and cleaning tasks as required to support Hautbois Activity Centre, its estate, campsites and Anglia Region Office

#### Main duties for the post

- Clean all areas of the House in preparation for incoming guests, including preparation of beds, and maintain a high standard of cleanliness during their stay
- Clean the Reedcutters cabins and dry shelter and the campsite dry shelters in preparation for incoming guests
- Clean the campsite shower and WC blocks in preparation for incoming guests and maintain a high standard of cleanliness during their stay
- Carry out all cleaning tasks for the office(s) including Anglia Region Office. This includes appropriate cleaning of IT and office equipment.
- Appropriately maintain special surfaces as required - including using a buffing machine.
- Carry out regular deep-cleaning, moving furniture to access areas beneath and behind them.
- Clean interior windows of Anglia Region Office and Hautbois regularly and as required.
- Carry out or assist with small maintenance jobs as required.

#### Relationships

- Establish close and constructive working relationships with colleagues in the Catering and Housekeeping team and across the Hautbois Activity Centre staff team.
- Ensure tactful, diplomatic, positive and constructive engagement with guests, contractors and suppliers.
- Instruct and assist other housekeeping staff members, temps and other occasional helpers in cleaning as required.

Operational Delivery
<ul style="list-style-type: none"> <li>Adhere to the Region's Health &amp; Safety policy and ensure that best practice in Health &amp; Safety is followed and all relevant requirements are adhered to, including ensuring that appropriate warning signs are used and taking ownership of Health &amp; Safety for themselves and others at work.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain adequate stock control of cleaning materials.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain equipment and materials in a clean and safe working order, and ensure the laundry room, storage areas and guest accessible areas are tidy and organised</li> </ul>

Budget
<ul style="list-style-type: none"> <li>To monitor spend against budget in conjunction with line manager, including proposing the annual budget and ongoing forecasting, monitoring and reporting.</li> </ul>
<ul style="list-style-type: none"> <li>To lead on any grant applications made available via Girlguiding or other sources to support marketing and communications.</li> </ul>

Working with:
<p>The role will include working closely with:</p> <ul style="list-style-type: none"> <li>Deputy Estate and Centre Manager</li> <li>Centre Manager</li> <li>Hautbois Activity Centre staff teams</li> <li>Region office and retail staff teams</li> <li>Region volunteers</li> </ul>

Additional information
<ul style="list-style-type: none"> <li>To undertake any other duties that may reasonably be required to fulfil the duties of this post.</li> </ul>
<ul style="list-style-type: none"> <li>Some weekend working may be required for which time off in lieu will be given.</li> </ul>
<ul style="list-style-type: none"> <li>The ability to drive is desirable.</li> </ul>

<b>Line Manager</b>	Deputy Estate and Centre Manager
<b>Working Hours</b>	To be Agreed
<b>Location</b>	Hautbois Activity Centre, Coltishall, Norfolk. NR12 7JN
<b>Contract type</b>	Permanent
<b>Salary</b>	Depending on Experience

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational needs and changes as they occur. You will also contribute to the wider corporate and organisational needs of Girlguiding Anglia.

## Person Specification

Factor	Essential	Desirable	Method of assessment
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of literacy and numeracy including ability to use a computer</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE English and Mathematics pass or equivalent</li> </ul>	Checking original certificate via application form and verified by references.
<b>Experience of</b>	<ul style="list-style-type: none"> <li>• Relevant experience in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>• DIY skills</li> </ul>	Through appropriate questions and answers at interview.  Via application form and verified by references.
<b>Ability to</b>	<ul style="list-style-type: none"> <li>• Use PC for emails, training, ordering and use of our booking software</li> <li>• Work on own initiative, organising own time/workload to meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate good verbal and written communications skills</li> </ul>	Through appropriate questions and answers at interview.  Via application form and verified by references.
<b>Knowledge of</b>	<ul style="list-style-type: none"> <li>• The principles of data protection</li> </ul>	<ul style="list-style-type: none"> <li>• Girlguiding UK and a commitment to its statement of purpose</li> </ul>	Through appropriate questions and answers at interview.  Via application form and verified by references.
<b>Committed to</b>	<ul style="list-style-type: none"> <li>• Strong positive focus on customer care</li> <li>• Supervision and appraisal.</li> <li>• Participation in team meetings.</li> <li>• Flexible attitude to working patterns and workload.</li> <li>• Being conscientious, reliable and hardworking.</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting Girlguiding Anglia and our services at all times.</li> <li>• Self-motivated.</li> <li>• Willingness and ability to work unsociable hours when required (including some weekends).</li> <li>• Willingness to learn new skills and undertake further training related to role.</li> </ul>	Via application form and verified by references.  Through appropriate questions and answers at interview.

<b>Additional requirements</b>		<ul style="list-style-type: none"><li>• Ability to drive.</li></ul>	
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**Explanation**

When completing the enclosed application for, please be aware that the above person specification will be used in determining the short-list for interview. Only information provided by you on the application form can be used when making this decision.

## Terms & Conditions

The terms and conditions of employment will be in accordance with the information provided in the Girlguiding Anglia Employee Handbook of Policies and Practices.

The role offers free car parking and a great, collaborative working environment.

### Contract Type

This post is a permanent post.

### Location

The post will be located at Hautbois Activity Centre, Coltishall, Norwich, Norfolk, NR12 7JN.

### Salary

Salaries are reviewed each year in line with our Salary Policy. Salaries are paid in twelve equal installments on, or just before the 26<sup>th</sup> date each month. Payment is by credit transfer.

### Hours of work

Five days per week and a standard working day between 09.00am-5.00pm. However, there is a requirement to work some weekends when necessary, for which time off in lieu will be given.

### Line Manager

Hautbois Activity Centre Deputy Estate and Centre Manager.

### Annual Leave

The annual leave entitlement is 28 days pro rata inclusive of statutory and national holidays.

### Employment Checks

Upon successful appointment, you will be required to provide:

- Two satisfactory confidential references.
- Proof of eligibility to work in the UK.
- Evidence of qualifications.

Employment is subject to satisfactory receipt of the above.

### Appraisal

An appraisal and a performance related pay scheme is operated by Girlguiding Anglia.

### Probationary period

This is a permanent position. New entrants will be required to serve a probationary period of not less than six months. During the probationary period, either party may terminate this employment by giving not less than one week's notice, in writing.

Notice Period	Length of Contract	Notice
	Probationary Period	1 week
	Permanent	1 month

The employment is subject to one months' notice in writing on either side.

### Pensions

To help people save more for their retirement, the government required employers to enrol their workers into a workplace pension scheme. This applies to those who aren't already in one and who:

- Earn over £10,000 a year (£833 a month)
- Are aged 22 or over: and
- Are under State Pension age.



As part of the governments auto -enrolment scheme you will be enrolled in to our pension scheme on your first day of work with Girlguiding Anglia. The scheme is provided by NEST. After enrolment you could choose to opt out of the scheme but if you stay in you would have your own pension payable when you retire. Girlguiding Anglia and you, the employee, would pay into it every month. The government would also contribute though tax relief. Your pension would belong to you, even if you left us in the future. All new employees are supplied with appropriate information.

### **Qualifications**

All shortlisted candidates will be required to produce at interview original certificates of relevant qualifications.

### **Medical Examination**

Successful applicants may be required to have a medical before any appointment can be formally offered.

### **Asylum and Immigration Act, 1996**

All prospective employees will be required to produce one of the following documents to verify their entitlement to work in this country.

- a) P60
- b) National Insurance Document/ card
- c) A British Birth Certificate
- d) Passport showing holder to be a British Citizen
- e) An EEA Passport
- f) A certificate of Registration or Naturalisation as a British Citizen

In additional all foreign nationals will be required to provide appropriate evidence of eligibility to work in the UK i.e. a work permit/visa. A copy of this should be enclosed in your application form and the original produced at the interview stage.

### **Disclosure and Barring**

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 of your offences.

The Rehabilitation of Offenders Act 1974 Exceptions Order 1975 and the Rehabilitation of Offenders Act 29174 Exceptions Amendments Order 1986 provide some exceptions form the general provision of Section 4.2 of the substantive Act for those employed in or seeking employment connected with the provision of Social Services.

Applicants for the great majority of posts are not entitled to withhold information about certain convictions which for other purposes are 'spent' under the provisions of the Act and therefore when applying for this post you must disclose any unspent criminal convictions which you may have. In the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by Girlguiding Anglia. Any information given will be completely confidential and will be considered only in relation to any application for the position for which the order applies.

Additionally it must be understood that in signing the application form you are agreeing that in the event of your application for employment proving successful a check of DBS records will be undertaken if it is deemed appropriate for the post in question. You will be required to provide further information before the check proceeds, which will be requested of you are the provisional appointment decision has been made.

### **Equal Opportunities**

Girlguiding Anglia has a policy which seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and the other similar and objective criteria. The sex, marital status, race, colour, sexual orientation etc of an applicant or employees does not affect the employment opportunities made available except as permitted by legislation.

### **Training**

The post holder will be given additional training both internal and external according to the needs of the job.



Candidate identification number (for office use only) .....

**Private and confidential**

## Application form

**Role: see job description**

*(The information on this page will not be seen by the short listing / interview panel)*

<b>Personal Details</b>			
First names			
Surname (Family name)		Mrs / Miss / Ms / Mr / other _____	
Home Address			
		Postcode	
<b>Contact details</b>		Please provide the following contact details on which we may contact you with discretion.	
Home		Mobile	
Work		Email	

### Declaration by applicant

I confirm that the information in this application form is correct. I understand that any false information or deliberate omissions which may impact upon or affect my ability to perform this role will disqualify me from employment or may render me liable for dismissal.

I agree that the information I have supplied can be stored on computer or held manually in accordance with the Data Protection Act.

I consent to Girlguiding Anglia (and their professional advisers) using and keeping information I have provided on this application form or elsewhere as part of the recruitment process and/or personal information supplied by third parties such as referees, relating to my application or future employment.

I understand that the information provided will be used to make a decision regarding my suitability for employment and if successful the information will be used to form my personnel record and will be retained for the duration of my employment. If I am not successful, I understand that Girlguiding Anglia will retain the form for 6 months after which time it will be destroyed. I agree that Girlguiding Anglia may contact me in the event of there being any other vacancies for which I may be suitable.

We do continue to keep anonymous information for monitoring purposes principally to comply with anti-discrimination legislation.

Name (please print):

Signed

Date:

***Application forms can be made available in alternative print formats upon request.***

Candidate identification number (for office use only): \_\_\_\_\_

## Employment History

Starting with your present or most recent job, please give a summary of all employment, including any freelance and relevant unpaid work. Please add further rows and continue on another sheet if needed.

<p><b>Name and address of employer:</b></p> <p><b>Dates of employment:</b></p> <p><b>Job title and final salary:</b></p> <p><b>Brief details of your responsibilities:</b></p>
<p><b>Name and address of employer:</b></p> <p><b>Dates of employment:</b></p> <p><b>Job title and final salary:</b></p> <p><b>Brief details of your responsibilities:</b></p>
<p><b>Name and address of employer:</b></p> <p><b>Dates of employment:</b></p> <p><b>Job title and final salary:</b></p> <p><b>Brief details of your responsibilities:</b></p>

Notice required in current post: \_\_\_\_\_

## Qualifications and training

Starting with the most recent, please give details of your education, qualifications and training relevant to this application.

<b>Dates</b>	<b>Name of Education Institution or Training Provider</b>	<b>Qualifications obtained including grades, and/or training <u>relevant to the application</u></b>

Candidate identification number (for office use only): \_\_\_\_\_


*\*Please note, should you be offered employment we will ask you to provide evidence of relevant qualifications, dates gained and/or details of Awarding Bodies.*

## **Skills abilities and experience**

Provide clear explanations of what you have done demonstrating the extent to which you believe your skills, abilities and experience meet the job requirements, and which you believe makes you suitable for the post.

Please use headings taken from the Person Specification and the job description to outline the skills, experience, knowledge and any other abilities you have gained that are relevant to the job for which you are applying.

**Please limit your statement to no more than 2 sides of A4. Please do not attach your CV as this will not be considered.**

Candidate identification number (for office use only): \_\_\_\_\_

Are you related to current or former employees, committee members or a member of any other official Guiding body?

Yes / No

If 'Yes', please give details here:

Candidate identification number (for office use only): \_\_\_\_\_

## References

Please give the full details of **two** referees. These should be your two most recent employers, including your present employer where applicable. Personal or academic referees should be given only when there is no previous employer to which reference can be made.

	Reference 1	Reference 2
Name		
Position		
Address (inc postcode)		
Telephone		
Email		
Relationship to you		
Can this reference be taken up prior to interview?	Yes / No	Yes / No

## Other

<b>Please tell us where you saw job advertised</b>	
<b>UK Work Restrictions</b>	
Are there any restrictions on you taking up employment in the UK?	No / Yes
Do you need a work permit to take up employment in the UK?	No / Yes

**Please complete this form in full electronically and either email or print and mail to:**

By email to [fionah@hautbois.org.uk](mailto:fionah@hautbois.org.uk)

By post to: For the attention of Fiona Hunter, Hautbois Activity Centre, 5 Great Hautbois Road, Coltishall, Norwich, Norfolk NR12 7JN (marked Private and Confidential)

Before: Deadline - see page 3

Interviews: See *page 3*

*Please include an email address so we can acknowledge receipt of your application. Should you not receive an acknowledgement within 48 hours please contact us on 01603 737 357 (option 2)*

## Equality and Diversity Monitoring

Girlguiding Anglia is committed to fair and equitable treatment for all job applicants. The information on this form will only be used to monitor recruitment and will not be used in the selection process. We hope you will want to complete this form. However, if you choose not to your application will not be adversely affected.

**Job Applied For:**

**Where did you learn about this vacancy?**

### Personal Information

#### Age Group

- Under 21
- 22-30
- 31-40
- 41-50
- 51-60
- 61 and over

#### Sex

- Male
- Female

### Ethnicity

Please choose one of the following:

#### White:

- British
- Irish
- Other \_\_\_\_\_

Please specify

#### Mixed:

- White/Black Caribbean
- White/Black African
- White/Black Asian

Other \_\_\_\_\_

Please specify

#### Asian or Asian British:

- Indian
- Pakistan
- Bangladesh
- Other \_\_\_\_\_

Please specify

#### Black or Black British:

- Caribbean
- African
- Other \_\_\_\_\_

Please specify

#### Other Ethnic Group

(Please specify) \_\_\_\_\_

**Religious Beliefs**

- Christian
  - Jewish
  - Muslim
  - Hindu
  - Buddhist
  - Sikh
  - None
  - Prefer not to say
  - Other\_\_\_\_\_
- Please specify

**Sexual Orientation**

- Heterosexual
  - Homosexual
  - Bisexual
  - Prefer not to say
  - Other\_\_\_\_\_
- Please specify

**Disabilities**

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

If you have any other access needs, please state them below:

Thank you for completing our Monitoring Form