



## **GENERAL ASSISTANT, COURTRACK ACCOMMODATION**

### **GENERAL JOB SPECIFICATION Duties and Terms & Conditions of Employment**

#### **1. PREAMBLE**

Mary Immaculate College is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's menu of educational programmes expand across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in twelve undergraduate degree programmes and a wide range of postgraduate programmes up to and including doctoral level. Academic staff members engage in professional academic research activities, and research underpins all teaching and learning at the College.

MIC seeks to prepare its students for professional excellence and to nurture their capacity to lead flourishing lives.

#### **2. CANDIDATE PROFILE AND SCOPE OF THE POSITION**

Mary Immaculate College wishes to appoint a suitable candidate to the position of General Assistant, Courtbrack Accommodation on a permanent basis.

This is an important service role within the College. The successful candidate will be responsible for duties in Courtbrack Accommodation, working under the supervision of the Manager in Courtbrack Accommodation.

#### **Essential Experience, Qualifications and Skills;**

1. Relevant experience in general maintenance work;
2. Experience of working in a front line customer service environment;
3. Excellent administration skills with a strong attention to detail;
4. Excellent organisational and prioritisation skills with a proven ability to manage multiple, competing priorities and successfully meet established deadlines;
5. Excellent interpersonal skills and communication skills, both written and oral;
6. Proven ability to work effectively within an established team environment and on own initiative;
7. Demonstrable ability to solve problems under pressure;
8. High levels of motivation, proactivity, adaptability and flexibility in work practice arrangements;

**It is desirable that candidates will also have:**

9. A current full, clean driver's licence;
10. Relevant experience and a good working knowledge of a student accommodation/hospitality environment;
11. Basic IT knowledge and skills, to include the ability to use e-mail, basic Microsoft Excel data entry, and download bookings from accommodation websites.

*Cuirfear fáilte roimh iarratais ó dhaoine go bhfuil dearcadh dearfach acu i leith na Gaeilge.  
Applications are welcome from people who have a positive outlook to Irish.*

*Please note that current government policy may have implications for the re-employment of applicants who are currently in receipt of a public sector pension.*

### **3. JOB DESCRIPTION**

The appointee is required to carry out the duties attached to the post, under the general direction of the Manager of Courtbrack Accommodation, to whom they report to, and to whom they are responsible to for the performance of these duties in the first instance. The appointee will also have a reporting relationship to the Director of Estates and Sustainability.

The appointee will report through the Manager of Courtbrack Accommodation to the College President and/or to such other College Officers as the President may designate from time to time. The appointee will work with members of College Management, and liaise with the Deans of Faculties, Heads of Departments, Course Leaders and other College personnel and with relevant College bodies in carrying out the duties attaching to the post. The reporting relationship is subject to review and may be altered from time to time, in line with service needs and developments in the College.

#### **Duties and Responsibilities**

##### **General Duties**

- To assist with the end of term clean up in May after the students leave and the clean-up in August when preparing for the new students.
- To work during the summer months May to August and to work on a shift-rostered, seven-day week basis, from Saturday to Friday.
- To cover reception duties with shifts usually from either 8am-4pm or 4pm-12 midnight, (these shifts start times can vary in response to service needs).
- Duties include taking and recording accommodation bookings, booking customers in, keeping account of the cash on daily cash sheets, balancing the cash at shift end, lodging the money in the safe, accounting for discrepancies should they arise and communicating and dealing with any customer enquiries. Also, the preparation of a daily housekeeping sheet.
- To work the housekeeping shift, this is usually from 9.30am to 5.30pm. Duties include the daily cleaning of the bedrooms, bathrooms, kitchen, common room and computer room. It also involves the changing of bed linen after customers have stayed.
- To work the night shift (12am-8am) for at least five nights each fortnight, on this shift to be responsible for the general safety of the building and of customers. The night shift duties also include the cleaning of all communal areas, the setting up of the breakfast buffet and checking in late arrivals.

- To carry out maintenance duties as instructed by the Manager – Courtbrack Accommodation and/or by College Management. These duties will include painting, changing bulbs and any other light maintenance tasks should they occur.

### **Night Shift Duties**

- Internal Patrols check every 60 minutes. Each floor in all three blocks.
- External Patrols check every 2/3 hours or whenever it's required. Walk around the entire complex using the torch.
- During internal patrols ensure that the fire exits are clear.
- Cookers switch off at Midnight.
- Clean up the TV Room, clearing bottles into recycle bags. Clear all glasses, delph and cutlery into the Kitchen and they should be disposed of. Wipe down and polish the tables.
- Clean Kitchen collecting dirty clothes for washing and drying in the laundry room. Clear all glasses, delph and cutlery from the tables stacking them tidy for disposal. Wipe down and polish the tables.
- Mop kitchen & TV room floor.
- Change bin bags.
- Clean Male & Female Toilets make sure there are toilet rolls in each toilet
- At 6am each morning check that the timers for all the emersions are correct and that the water is hot, if water is not hot put the boost on checking that an hour later.
- At 7am switch on the cookers.
- Hoover reception area, office and area at the front door. Clean the windows at reception when required.
- Sweep outside the front door and remove any visible cigarette litter.
- Report to the Accommodation Manager daily keeping notes in the Passover book.

### **Evening Shift Duties**

- Take calls related to accommodation queries as they come in and offer any assistance available.
- Reply to accommodation related emails as they come in from Irish and international students.
- Processing and confirming each booking in writing or by email. Process forms/deposit payments as they arrive by post, email or into the college accommodation bank account.
- Check the maintenance book for any maintenance issues.  
Process request for overnight visitors in the visitor's book and issue a visitor pass if available.
- Internal Security patrols every 60 minutes. Or whenever required. Each floor in all three blocks.
- External Security patrols every 2/3 hours. Or whenever required.
- Maintain visitor sign in sheet for Non-residents. (make sure maximum visitors not more than 10 and also non-residents off premises by 10pm)
- Maintain record of spare key cards.
- Let resident into own rooms if resident locked out.
- Make sure not too loud music, shouting or loud conversation.
- Clean up the TV room, clearing bottles into recycle bags, clear all glasses, delph and cutlery into the kitchen.
- Change bin bags when full.
- Make sure all fire exits are properly closed and alarm is armed.
- Report to the Accommodation Manager daily keeping notes in the Passover book.

### **Maintenance duties**

- Painting, changing light bulbs and any other light maintenance tasks:
- Recording of maintenance issues in the maintenance log and following up to ensure repairs have been carried out.

The work is broadly defined and the list of the entire range of duties is not exhaustive. The performance of the entire range of duties is not necessarily confined to any one individual, as the work requires that the staff function in a flexible manner, and work together as a team the College retains the right to assign new duties and/or to re-assign staff to other areas of the College, in response to service needs.

## **4. TERMS AND CONDITIONS OF EMPLOYMENT**

### **General**

All persons employed will sign an appropriate contract, which will contain terms and conditions of the employment. A job description is given to all applicants for employment and this will form part of the contract documentation.

### **Place of Work**

The appointee's place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the appointee to work from any other location. It is a requirement of the College that the appointee must reside within a reasonable distance of the College.

### **Exclusivity of Service and Outside Work**

The person appointed will be required to devote their full-time attention and abilities to their duties during their working hours in the College and to act in the best interest of the College at all times. Therefore, for as long as the successful applicant is working in the College, they may not, without the prior written consent of the Vice President Administration and Finance, be actively engaged or concerned in any way, either directly or indirectly, in any other business or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the duties that the person has been employed for.

The appointee will not, during their tenure of office, undertake paid outside work unless they have received the permission of the Vice President Administration and Finance (VPAF) of Mary Immaculate College to undertake such work on the terms and conditions as agreed for the particular undertaking in question. In every case, it is the duty of the appointee to seek in writing the prior permission of the VPAF. It is also the duty, in every case, of the appointee to inform the person or body for whom the work is being undertaken, that the work is being conducted in a private capacity and that the College cannot in any circumstances be responsible for such work.

### **Probationary Period**

This appointment is subject to satisfactory completion of the standard 9 month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of employment during the probationary period, for any reason or no reason, will be at

the discretion of the College. The disciplinary procedure will not apply to a dismissal during probation where the probationary employee has been employed by MIC for less than 12 months.

### **Hours of Attendance**

Full time hours for this grade are 37 hours per week.

The initial vacancy is for an average of 31.5 hours (net) per week. Hours of attendance will be according to a shift roster, which includes weekends, evenings and nights. A typical attendance pattern will incorporate 35 hours of night duty in week one followed by 28 hours of evening shifts in week two. The normal hours of duty for week one will be Sunday to Thursday, 12a.m. (midnight) to 8a.m. and for week two, Monday to Thursday 4p.m. to 12a.m. (midnight) with a 15 minute paid break during the first 4.5 hours of each shift and a 1 hour unpaid subsistence break each day. The appointee may be required to work additional hours from time to time. Subject to College policy, the post-holder may avail of “Time-Off-In-Lieu (TOIL)” or overtime where working hours exceed contracted hours per week.

The College reserves the right to adjust starting and finishing times or days of duty to meet service needs. The appointee is expected to be flexible in this role in order to meet the needs of the College including the requirement to provide rota cover from time to time, and in this instance, as much notice as is reasonably practicable will be provided.

### **Salary**

The Salary scale for this position has been approved by the Department of Education, the Department of Further and Higher Education, Research, Innovation and Science and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

This post is at General Operative grade. With effect from the 1<sup>st</sup> of October 2020, the weekly salary scale for the grade of General Operative (Grossed up) is:

€603.00; €603.00; €603.43; €605.16; €607.07; €608.79; €610.50; €612.30; €614.13; €616.05; €617.91; €619.87; €621.75

The weekly salary scale for the grade of General Operative (New Entrants Grossed Up) as at 1<sup>st</sup> October 2020 is:

€544.76; €557.86; €602.99; €602.99; €603.43; €605.16; €607.08; €608.79; €610.50; €612.30; €614.13; €616.05; €617.91; €619.88; €621.75

Increments are awarded in line with national pay agreements.

Salary will be paid on a fortnightly basis, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions, Pay Related Social Insurance (PRSI) and Universal Social Charge (USC).

## **Superannuation**

New entrants appointed will be required to participate in the Single Public Service Pension Scheme and pay Superannuation contributions at the appropriate rates in accordance with the provisions of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012. Details of this scheme can be obtained from the College's website.

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary. Details of the regulations concerning the Colleges' of Education Pension Scheme may be obtained from the College's Human Resources Office.

The appointee will be required to pay Additional Superannuation Contribution (ASC) under the provisions of the Public Service and Pensions Act 2017.

Appointees who commenced employment in the public service between 1st April 2004 and 31st December 2012 and have not had a break in employment of greater than 6 months will have no mandatory retirement age. All other appointees will have a mandatory retirement age of 70.

Staff who are not eligible for membership of the Colleges' of Education Pension Scheme or the Single Public Service Pension Scheme may avail of a PRSA (Personal Retirement Savings Account). A designated PRSA provider has been nominated by the College and staff who are not eligible for membership of the aforementioned schemes should contact the Finance Office for further information on PRSA.

## **Annual Leave**

The annual leave entitlement for a full time employee at this grade is 22 working days per leave year and is pro-rated for part time employees. Annual leave should be taken when students are off campus and the taking of leave must have the prior approval of the relevant Line Manager.

Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.

## **Sick Leave**

There is a discretionary sick pay scheme, details of which are available from the Human Resources Office. Employees who have a minimum 3 months continuous employment with the College may be granted sick pay subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

## **Confidentiality**

In the course of working in Mary Immaculate College, the person appointed may have access to or hear information concerning staff and/or students and/or the functioning and the business of the College. Such information acquired in the course of employment with the College, including any aspect of the College's responsibilities or operations, is considered to be confidential information. On no account must information concerning students, staff or other College business be divulged or discussed except in the performance of

normal duties and, unless authorised to do so, this information shall not be communicated to a third party. In addition, records must never be left in a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

### **Health & Safety**

Mary Immaculate College attaches the highest regard to the safety, health and welfare of its employees. It is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise themselves with the Safety Statement.

Employees are obliged to wear any PPE (Personal Protective Equipment) that they may be provided with and no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing or other equipment provided in the workplace for health and safety purposes. Employees are statutorily/legally obliged to ensure that any accidents/incidents which may occur are reported promptly to the Health and Safety Officer on the MIC Accident/Incident Report Form.

### **College Policies, Rules and Regulations**

The College is a Public Sector employer and is bound by National Agreements. It is also bound by regulations, circulars and directives issued on behalf of Government by the Department of Finance, the Department of Education, the Department of Further and Higher Education, Research, Innovation and Science and the Higher Education Authority.

Employees are at all times subject to the provisions of the Code of Conduct for Staff, College policies, rules and regulations. These policies include but are not confined to Disciplinary & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. All policies are outlined on the College's Staff Portal for College employees. All employees are required to familiarise themselves with the contents of Policies and Procedures, on the College's Staff Portal.

### **Termination of Employment**

At least two calendar months written notice is required to resign this post.

On the termination of employment but before departing from the College, staff members are required to return to the College all books, reports, memoranda, correspondence, papers, records, reports, files including data held on electronic files, computer disks, electronically recorded discs, and any other documentation, and all other property, including office keys, belonging to the College or relating to its business or affairs which are in the possession of a staff member or under their control when the employment is terminated.

## 5. APPLICATION AND SELECTION PROCESS

### Method of Selection for Recommendation

#### *Shortlisting*

An expert group will convene to conduct shortlisting of applicants, measured against pre-determined criteria.

*The criteria that will be used to shortlist candidates for this appointment are:*

- Relevant experience in general maintenance work;
- Experience of working in a front line customer service environment;
- Proven ability to work effectively within an established team environment and on own initiative;
- Demonstratable ability to solve problems under pressure;
- A current full, clean driver's licence;
- Relevant experience and a good working knowledge of a student accommodation/hospitality environment;
- Basic IT knowledge and skills, to include the ability to use e-mail, basic Microsoft Excel data entry, and download bookings from accommodation websites.

Normally the number of applications received for a position exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the College may decide that a limited number will be called to interview. This is not to suggest that other candidates are necessarily unsuitable to undertake the job, rather that there are some candidates, based on their application, appear to be better qualified and/or have more relevant experience. It is incumbent, therefore upon the applicant, to ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

The selection process may include an aptitude assessment of one or more of the essential competencies for the post.

#### *Interview*

A recommendation for appointment will be made by an Interview Board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which permanent and temporary appointments to the position of **General Operative – Courtbrack Accommodation** may be filled during the life of the panel (24 months).

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

### Medical Examination

For the purpose of satisfying requirements as to health, successful candidates, before being appointed, may be required to participate in pre-employment health screening.



## **Garda Vetting**

All successful applicants may be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment. Applicants who have resided outside Ireland for a cumulative period of 36 months or more over the age of 18 years must furnish a Foreign Police Clearance (FPC) from the country or countries of residence. Please note that any costs incurred in this process will be borne by the applicant

## **Making of Applications**

Applications must be submitted in typed format. Handwritten applications will not be accepted. Incomplete applications, will not be accepted. The Human Resources Office will acknowledge receipt of your application by sending an email to the email address provided. Please be sure to check Spam and Junk folders as it may be redirected here by your account preferences. If you do not receive an acknowledgement of your application form within 2 working days please contact [recruitment@mic.ul.ie](mailto:recruitment@mic.ul.ie)

Application forms for this post may be accessed on the Mary Immaculate College website [www.mic.ul.ie/about-mic/vacancies](http://www.mic.ul.ie/about-mic/vacancies) Please fully complete the application form and send it to [recruitment@mic.ul.ie](mailto:recruitment@mic.ul.ie) with the subject title – **General Operative – Courtbrack Accommodation** - no later than:

**2p.m. on Thursday 21<sup>st</sup> October 2021**

Late applications will not be accepted.

The College will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

Any attempt by a candidate either personally or through any other person, on their behalf, to canvass or otherwise influence the outcome of the selection/interview process in their favour will lead to disqualification from the competition. Any representations made on behalf of a candidate, without their knowledge will be ignored.

Mary Immaculate College is an equal opportunities employer. Mary Immaculate College holds an Athena SWAN Bronze Institution award in recognition of our commitment to advancing equality and opportunity for all in higher education.

*September 2021*