Facility Services Recruitment Team
Facility Services & Civic Management
Newcastle City Council
Condercum Road
Conhope Lane
Benwell
Newcastle upon Tyne, NE4 8XN

Phone: 0191 277 2466
Email: fscmrec@newcastle.gov.uk
www.newcastle.gov.uk

Dear Candidate

Thank you for considering working for Newcastle City Council within our Facility Services division. Part of the Communities Directorate within Newcastle City Council, we are responsible for providing catering, cleaning and caretaking services to most of the City's schools.

About us
We're looking for enthusiastic, hard-working individuals who want a job that's both challenging and rewarding. Although not essential, previous experience in a similar type of role is highly desirable but important that you have a positive, can-do attitude towards work and enjoy working in a team. We'll provide you with all the training you need and we'll do our best to match you with a job at your most convenient location.

As one of the region's largest employers, we can offer a range of benefits to staff, such as ongoing learning and development, a generous annual leave entitlement and a range of staff discounts. You can read more about working for us on our 'About Us' page of the North East Jobs website.

We welcome job applications from anyone who has the knowledge, skills and abilities needed for the job. We want a workforce that reflects the range of people in Newcastle and encourage people from groups that are under-represented in our workforce to apply for jobs. We are happy to receive applications from anyone, regardless of age, race, disability, religion, belief, gender identity, relationship status or sexual orientation. We'll also make sure any qualifications, conditions or requirements we give for a job are actually needed to do the job.

Newcastle Living Wage
We want to ensure that our employees are fairly rewarded for the job they do. To achieve this, we pay the Newcastle Living Wage. This was introduced in November 2012 and as a result, we increased the pay of our lowest paid employees from £6.40 an hour to £7.20 an hour. This was increased to £8.23 an hour for kitchen assistants with effect from October 2016. We feel this sends out an important message about how we value our staff and the jobs they carry out.

Want to apply?

1 You can apply on line through https://www.northeastjobs.org.uk/

2 You can download and complete our application form and return it BY POST or email.

3 **If you are unable to download an application, you can call into**

- Newcastle City Council, Condercum Road, Conhope Lane, Benwell, Newcastle NE4 8XN to collect an application form
- Or Newcastle City Council, Allendale Road, Byker, Newcastle, NE6 2SZ to collect an application form, applications can be found on the left of the reception desk.

We do NOT send application forms out by post.

Applications forms are to be returned by hand, post or email to:

Facility Services Recruitment Team, Newcastle City Council, Condercum Road, Conhope Lane, Benwell, Newcastle NE4 8XN or alternatively you can email your completed application to fscmrec@newcastle.gov.uk

What happens after I apply?

As we regularly have vacancies, we advertise the on an ongoing monthly basis. Applications are assessed on a monthly basis. you must return your application to us. Instead, we run regular interview sessions throughout the year which means that we'll assess your application as soon as we receive it and if you're successful at this stage, we'll arrange to meet you at the next interview session.

If you do not hear from us within 6 weeks of posting your application, you should assume that on this occasion your application has been unsuccessful.

Background Checks

All applicants must provide contact details for two references. We will always contact your references before offering you employment. We also carry out background checks to review employment eligibility, criminal convictions and Police information.

In addition, most of our Kitchen Assistant positions are classed as 'Regulated Activity' and may involve close and unsupervised contact with vulnerable groups including children, young people and vulnerable adults.

This means that if you are successful we will undertake additional recruitment checks which will include a check to see if you have had any criminal convictions, a check of police information and we will check the barred list(s). It is a criminal offence for a barred individual to apply for a job in regulated activity.

Frequently asked questions

Interested candidates often ask us questions about this role, to help you understand if this role is right for you we have included some additional information below:

1. **Where will I work?**
   All our positions are within schools and public buildings throughout the city. If you're asked to come for an interview, we'll discuss your preferred location with you and do our best to match you with a job at your most convenient location.

2. **Will I be given a uniform?**
   Yes, we'll give you a range of protective clothing which is your responsibility to use and look after. Clothing must be neat, clean and well pressed. Failure to wear correct protective clothing creates a poor impression to our clients and could result in injury or ill health.

3. **If my child's school is closed for staff training, will I be off?**
   Teacher training days are operational days and you will be required to work on these days.

4. **I have a holiday booked in term time can I still take it?**
   All pre booked holidays will be honoured, however all further holidays must be taken in the school holiday period.

5. **Will I be required to move around kitchens?**
   You will be located in a named kitchen however on occasions and to suit the needs of the service you will be required to work at alternative locations.

6. **Will I be required to work in the school holidays?**
   If a school requires catering during the holidays you may be asked to work this will be discussed and agreed with the cook. You will be paid overtime for this work.

Need help?
If you have any questions about either of these opportunities, please email us at fscmrec@newcastle.gov.uk or call our recruitment line 0191 277 2466.

Alternatively, there is support and guidance available to help you complete an application form and brush up on your interview skills. Your local Job Centre can offer help or you can contact one of the following:

- Connexions (Newcastle upon Tyne) provides careers information, advice and guidance services to young people aged 13-19 (and up to age 25 for young people with special needs). Telephone 0191 277 1944 or visit http://www.connexions-tw.co.uk/newcastle/
- National Careers Services provides information, advice and guidance across England to help individuals make decisions on learning, training and work opportunities. The service offers confidential and impartial advice and is supported by qualified careers advisers. Telephone 0800 100 900 or visit https://nationalcareersservice.direct.gov.uk

Thank you for your interest in working with us.

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