Facility Services Recruitment Team
Facility Services & Civic Management
Newcastle City Council
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Dear Candidate

Thank you for considering working for Newcastle City Council within our Facility Services division. 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 which is £12.60 per hour for our Catering Assistant staff. 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

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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 a regular basis. We run regular interview sessions throughout the year which means that we'll assess your application within a month of the end of the advert; 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. Appointments to post are offered subject to suitable references We also carry out background checks to review employment eligibility, criminal convictions and Police information.

In addition, our Catering 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. This check is called a DBS.

**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?**
   The vast majority of our positions are within schools throughout the city. If you're asked to come for an interview, we will 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 will give you a range of protective clothing which is your responsibility to use and look after. Clothing must be neat, clean and well pressed. You must wear the uniform and protective clothing supplied. Failure to wear correct uniform and protective clothing creates a poor impression to our clients and could result in injury or ill health.

3. **When can I take leave from work?**
   For staff working in schools, holidays are to be taken during school holiday periods only. Teacher training days are operational days and you will be required to work on these days.

4. **Will I work on public and bank holidays?**
   You will not be required to work during bank holidays.

5. **I have a holiday booked in term time can I still take it?**
   All pre booked holidays booked prior to your interview date will be honoured. However, if you work in a school all further holidays must be taken in the school holiday period.

6. **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.

7. **Will I be required to move around kitchens or other buildings?**
   You will be located in a named kitchen or building, however on occasions, and to suit the needs of the service, you will be required to work at alternative locations from time to time.

8. **Will I be required to work in the school holidays?**
   In addition to term time working you will be required to work on 4 cleaning days.
   If a school requires catering during the holidays you may be asked to work, this will be discussed and agreed with the Chef. You will be paid overtime for this work.

9. **Will I receive training for the job?**
   Yes. You will receive an induction but most of the training will be at your place of work; there will be regular training session delivered during the year.

**Need help?**
If you have any questions about either of these opportunities, please email us at fscmrec@newcastle.gov.uk.

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 see details below

Work & Thrive is our one-stop-shop for employment support in Newcastle.
It brings together local partners to ensure all our residents and businesses have the dedicated support they need, and the opportunity to prosper and thrive. Telephone 0191 277 4125, email: workandthrive@newcastle.gov.uk,or register for an appointment at their website: www.workandthrivenewcastle.org.uk. You can also visit them at Work & Thrive Central on level 2 of the City Library, 33 New Bridge Street West, Newcastle, NE1 8AX.

Thank you for your interest in working with us.

Facility Services Recruitment Team