

OPERATIONS

CASUAL WORKER

Job Description

The Role

Job title:	Operations Casual Worker
Department:	Campus Experience
Responsible to:	Campus Operations Manager
Location:	Cirencester
Salary:	For individuals 21 years and over £12.21 p/h. For individuals 20 years and under £10.18 p/h (12.07% holiday pay)
Hours:	Up to 25 hours per week
Term:	Temporary summer casual post.
Relationships with:	Customers, students and suppliers

Purpose

To assist the permanent Porters Lodge Team, the Support Technician Team and the Housekeeping Team, providing cover in the busy summer period. This may include customer service activities, porter duties, housekeeping and generally assisting with all aspects, of the various teams.

Key Responsibilities

- The ability to work across all three areas of Campus Operations under the direction of the Campus Operations Manager and the Teams Leader.
- Regular cleaning of all areas including student accommodation as directed by the Housekeeping Team leader.
- To comply with health and safety requirements at all times, to include the wearing of protective clothing as provided and adhering to correct use of hazardous chemicals as trained
- To assist the Support Technicians with all aspects of their daily duties and summer tasks to include setting up for events and meeting

- To assist the Porters Lodge team in all aspects of their daily duties. Acting as the first point of contact for visitors and callers to the University, greeting, welcoming, and directing them appropriately. To maintain the customer service reception area and complete administrative duties as required.
- Ensure University security is maintained at all times, to include locking of bedrooms and safeguarding personal security by adopting safe working practices as trained.

Person Specification

Requirements	Essential or Desirable	Measured By A) Application Form B) Interview
Qualifications:		
A good standard of education – GCSE or equivalent	E	A
Knowledge, Experience and Skills:		
Excellent interpersonal and communications skills	D	A, B
Excellent customer care skills	D	A, B
Ability to work unsupervised if necessary	D	A, B
Ability to work to written and or verbal instruction	D	A, B
Physically fit enough to be mobile on foot around campus, including locations upstairs, to be able to cover all areas on campus	D	A, B

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Application Procedure

If you are interested in applying for this role, please send:

- A University [Casual Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website (www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role.
- For informal queries, please contact Megan Ward, Interim Campus Operations Manager (Megan.ward@rau.ac.uk)

- **Closing date:** 25 May 2025.
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level