



## Job Description

Details of a current vacancy in the House of Lords. To apply for this post, please ensure you complete all sections of our online application form found at <http://www.parliament.uk/about/working/jobs/>

### Job Description

Job title

Attendant Apprentice

Reference number

1917

Office

Property & Office Services

Grade

HL2

Starting Salary

£22,294

Term

This post is permanent.

### Scope of the job

Background

The Department of Facilities provides office services, including cleaning, mail, photocopying and stationery to Members and Staff of the House of Lords. It administers the allocation of House of Lords Staff accommodation and works with the Whips' Offices in the House of Lords in facilitating Members' accommodation. It manages the booking and set-up of committee, meeting and banqueting rooms for Members and Staff of the House of Lords. Through the Catering & Retail Services Division of the Department catering and hospitality facilities are provided to Members of the House, Staff and guests.

About the Apprenticeship

This is a Customer Service Specialist Level 3 Apprenticeship. As a House of Lords Apprentice, you'll work as an employee, alongside experienced members of staff, whilst learning through regular assessments in your workplace.

During the first 12 months, the role holder will undertake an apprenticeship in Customer Service Specialist Level 3, involving a structured training programme, and leading to a recognised qualification. The apprenticeship programme provides the opportunity to learn at a pace that is suitable to you while being supported by a mentor and your colleagues. Upon successful completion of the apprenticeship the role will progress to grade HL3.

The key objective of the role is to provide direct and daily support to Members, Members' staff and staff of the House on specific issues and maintain contact with a range of organisations and companies outside Parliament. A strong customer service focus is essential in this role.

Key internal and external relationships

- Members

- Members' staff
- Outside suppliers
- Members of the public
- Lords and Commons staff

### Main responsibilities

- To provide an efficient service in the Reception areas ensuring that the area is tidy and kept in a smart professional manner at all times.
- Greet visitors in a courteous and timely way ensuring a high level of customer satisfaction.
- Act as Fire Evacuation Marshal in the event of an emergency (training will be given).
- Act as First Aider and defibrillator operator (training will be given).
- Liaise with Parliamentary Helpdesk to ensure that jobs and requests are logged by the Helpdesk for action and following up.
- Delivery of mail items, packages, facsimile and telephone messages throughout the building as required, ensuring the Members' post IT system is maintained and updated on demand.
- Allocation and co-ordination of meeting room bookings via requests in person and email and ensuring the room bookings IT system is kept up to date.
- Preparation and set-up of meeting rooms prior to use including setting up and trouble-shooting AV equipment as requested and tidying and resetting rooms at the end of the meeting.
- Responding to requests from Members, Members' staff and staff of the House for assistance in a wide variety of tasks.
- Customer care, dealing with queries, ad-hoc administration and special requests.
- Any other tasks as directed by Senior Management and their deputies.
- Order, accept, hold and distribute store items as required, carrying out stock checks, preparing inventories;

### Person specification

The competencies (knowledge, skills and experience) required for the post are outlined below. Each element will be assessed in the examples you provide in your application form. Should you be shortlisted these areas will be assessed in more depth at interview and, if appropriate, in a test.

#### Essential

- **Teamworking** - Ability to work effectively within a team and support/respect other team members.
- **Independent** - Ability to work independently.
- **Adaptable** – Willing to adapt to different situations and able to deal with change.
- **Relationship Building** - Able to develop good working relationships with others.

- **Communication Skills** – Ability to communicate effectively and have strong interpersonal skills.
- **Delivering Customer Service** – Proactive customer service skills.

#### Desirable

- GCSEs grades C/Level 4 or above or equivalent
- Knowledge and experience of Microsoft office suite
- First Aid and defibrillator qualifications.

## Terms and conditions

### Salary and allowances

The post is paid in accordance with House of Lords grade HL2 (£22,294 starting salary per annum) progressing to grade HL3 upon successful completion of the apprenticeship. Pay increases usually depend on performance as assessed in annual performance reviews. Salary is paid monthly by bank transfer.

### Probation

There is a probationary period of six months.

### Term and hours

The post is permanent and is for 41 hours per week (including break-time). This role will involve working variable shift patterns.

### Benefits

As an employee of the House, you will be entitled to our benefits such as a season ticket loan, a Parliamentary Health and Wellbeing Service, including access to a dedicated Employee Assistance Programme and many more. Full details can be found on our [Employee Benefits](#) page.

### Pension

The House of Lords participates in the [Civil Service Pension Schemes](#). As an employee of the House, you will be entitled to join one of these highly competitive pension scheme arrangements.

### Annual leave

Annual leave entitlement is 30 days (increasing to 35 days after one year's service) plus public and bank holidays. In most offices annual leave may be taken only during periods when the House is in recess and must always be agreed in advance with the line manager and Head of Office.

## Inclusion and Diversity

The House of Lords Administration is committed to increasing diversity & maintaining an inclusive workplace culture. We welcome applications from all qualified candidates regardless of their ethnicity, race, gender, religious beliefs, sexual orientation, age, marital status or whether or not they have a disability. The Administration will also consider flexible working arrangements and reasonable adjustments.

We particularly welcome applications from sections of the community which are currently underrepresented within the team, including applicants who identify as Black, Asian and Minority Ethnic (BAME).

### **Pre-appointment checks**

For external candidates, appointment depends on satisfactory references, health and security checks and where necessary proof of qualifications.

Successful candidates' publically open social media profiles will also be checked under this stage of the process and information obtained may be used to review suitability for the job role.

### **Baseline Security Standard**

The House of Lords (along with all government departments) has to comply with a Baseline Security Standard. The standard requires that we ascertain the identity of the applicant, their right to work in the UK, their employment or academic history over the last three years, and their address history over the last three years.

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years, they are not eligible for vetting.

Please see the [National Security Vetting booklet](#) for further information.

In addition, applicants are required to give a reasonable account of any significant recent periods of time (more than six months) spent abroad. Applicants who have been unemployed or self-employed for over six months in the last three years (whose last three years' employment/academic history are not covered by references) will be asked to provide further documentation to prove their history.

### **Returning your completed application**

Please complete your online application by 23.55 on Sunday 16 May 2021.

If you require any reasonable adjustments during the application process, please contact [HLHumanResources@parliament.uk](mailto:HLHumanResources@parliament.uk) or call 020 7219 3185.

### **Telephone enquiries**

If you wish to find out more information about this post, please contact Ljudmila Gorb on 020 7219 4905.

No recruitment agencies please.