



## 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	Reference number
Attendant	1924
Office	Grade
Property & Office Services	HL3
Starting Salary	
£23,300 per annum.	
Term	
One permanent post and one post fixed term until 31 December 2023 with possibility of extension/permanency	

### 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.

#### Main objective

The postholder will 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

#### Line management and budgetary responsibilities

None

#### Other responsibilities of the post

- 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, 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;

Will involve working variable shift patterns.

### Person specification

The qualifications required for the post are:

5 GCSEs (Grades A-C) or equivalent including English Language and Mathematics.

The 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.

### Our Values

The House of Lords Administration has four values: respect, inclusivity, professionalism and responsibility. Our behaviours sit alongside our values, translating them into day-to-day actions and demonstrating how we bring our values to life. They outline what we can expect from each other at work and ensure we all play our part in building an inclusive and respectful workplace culture.

The [values and behaviours](#) are applicable to everyone who works for the House of Lords. As colleagues and representatives of the Administration, everything we do and say counts.

The post holder will be expected to operate in line with the House of Lords workplace values which are:

**Respect** - We treat people with respect and expect to be treated with respect.

**Inclusivity** - We embrace and value difference and diversity -whether from a person's race, gender, other characteristics, background or experience.

**Professionalism** - We aim for and value a high level of skills and

expertise. We act with integrity and openness, putting public service first.

**Responsibility** - We take ownership of our work and actions. We hold each other to account, take appropriate risks and continue learning.

## Competencies:

### Essential

- **Communication Skills** - Clear and accurate oral, written and online communication skills and ability to adapt style of written and oral communication to meet the needs of the audience, including Members and senior colleagues.
- **Organisational Skills** - Strong organisational and time-management skills, and the ability to manage several important or urgent tasks at once, knowing when to ask for assistance or support.
- **Teamwork and collaboration** - Experience of working effectively with others as part of a team, demonstrating reliability, a flexible approach to work, and adapting to a range of situations, individuals and groups; ability to build relationships both within and outside of the House of Lords at all levels.
- **Professionalism, Tact and Discretion** - Strong interpersonal skills, including the ability to build successful relationships with internal and external stakeholders, to represent the Property and Office Services appropriately to a wide range of people and organisations in a range of situations, and to handle difficult or sensitive situations with tact and discretion.

### Desirable

Knowledge and experience of using MS Word, Outlook, and Excel of Windows and Microsoft Office

## Terms and conditions

### Salary and allowances

The post is paid in accordance with House of Lords grade HL3 (£23,300 per annum). Pay increases usually depend on performance as assessed in annual performance reviews, up to the current band maximum of £26,220. 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 36 hours per week (excluding break-time).

### 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 and maintaining an inclusive workplace culture. We welcome applications from all candidates regardless of their age, caring responsibilities, disability, gender/sex, gender reassignment/trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and socio-economic status. The Administration will also consider flexible working arrangements and reasonable adjustments.

We welcome and encourage job applications from people of all backgrounds. For this role we particularly welcome applications from groups which are currently underrepresented within the team, including applications from Black, Asian and minority ethnic candidates, candidates with disabilities and candidates who identify as women.

### **Pre-appointment checks**

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

Successful candidates' publicly 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 31 March 2023.

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 72194905.

No recruitment agencies please.