

***Recruitment Information
Pack***

***Centre Support Assistant
(1 FTE)***



Welcome from the Principal

The vision of Ayrshire College is to raise aspirations, inspire achievement, and increase opportunities and our aim is to create a dynamic and innovative College to serve the communities and businesses in Ayrshire. We work in partnership with businesses and key stakeholders to ensure we are focused on providing opportunities which meet demand in key industry sectors in Ayrshire and beyond.

Ayrshire College has a key role in helping to develop the economy in Ayrshire and beyond, by ensuring that students develop the right skills and positive attitudes to support the local, regional and national workforce needs.

The College offers a broad and balanced curriculum across Ayrshire, offering hope, inspiration and opportunity to the communities we serve. By harnessing the strengths and talent of staff from across all of our campuses, and with an ethos of continuous improvement, we provide the highest quality learning experience for our students.

I am delighted that you are considering joining our successful team at this exciting stage of our development. Following review of the vacancy information, if you feel that your knowledge, skills and experience are suited to this role, and you are enthusiastic with drive and ambition, we would be very pleased to receive your application.

Thank you for taking the time to consider this career opportunity with us.

Heather Dunk
Principal and Chief Executive



Introducing Ayrshire College

Aims, Mission and Objectives

The vision of Ayrshire College is to raise aspirations, inspire achievement and increase opportunities. Raising the aspirations of our students and staff to set ambitious goals for their learning and future careers, complemented with the right support to enable them to achieve these, is a key aspect of our vision. The College also seeks to contribute to raising the aspirations of the people, communities and employers across Ayrshire, helping all to achieve the goals important for their success. As well as increasing opportunities for our students and staff, we will work with partners and employers to increase opportunities which will benefit the wealth of the regional economy and the wellbeing of local communities.



We have aligned the mission and vision of Ayrshire College with the strategic priorities of our partners, in particular to support the overarching ambitions of the three Community Planning Partnerships in Ayrshire.

Fundamental to achieving our ambitions is a culture which supports this and our values will underpin everything that we do.

Seven Star Ambition



In aiming to be a world-leading College, we have developed a simple approach of delivering a seven star service. Supported by staff and students, this concept reflects our stretching ambitions for the College:

1. To deliver excellence in learning and teaching
2. To have an excellent reputation locally, regionally and nationally
3. To nurture new and further develop excellent partnership working with employers and Community Planning Partners
4. To recruit and retain highly skilled staff and enable students to flourish in excellent learning environments
5. To be the college of first choice for students
6. To be the training partner of choice for employers
7. To demonstrate excellence in financial sustainability

Curriculum Portfolio



The curriculum portfolio is demand based to meet the educational requirements of learners across Ayrshire and the business community. The curriculum currently delivered supports the Scottish Government's focus on the 16-19 year old age group, and also reflects the requirements of older students, including adult returners and those accessing training or education for the first time.

College Campuses

Ayr Campus

The Ayr Campus includes the Dam Park Building, Riverside Building, and the Aeronautical Engineering Training Centre.



The Dam Park Building comprises a range of student services as well as multi-purpose classrooms, professional training kitchens and engineering and construction workshops.

The Riverside Building hosts IT suites, custom built studios for Creative Arts, Fashion workshops and Hair and Beauty salons.

The Aeronautical Engineering Training Centre includes an aircraft hangar which is home to a "Bulldog" light aircraft, a flight deck simulator, a wind tunnel and jet engines.

The campus also provides a Nursery, which offers high quality childcare facilities to staff and students.

Cumnock Campus

Facilities at Cumnock include multi-media suites, a hair and beauty salon, craft workshops, multi-purpose classrooms and a range of student services. The campus also hosts the LearnDirect Scotland Learning Centre, which offers a drop in facility for students and the public to access training in IT using self-help material and tutor support.

Kilmarnock Campus

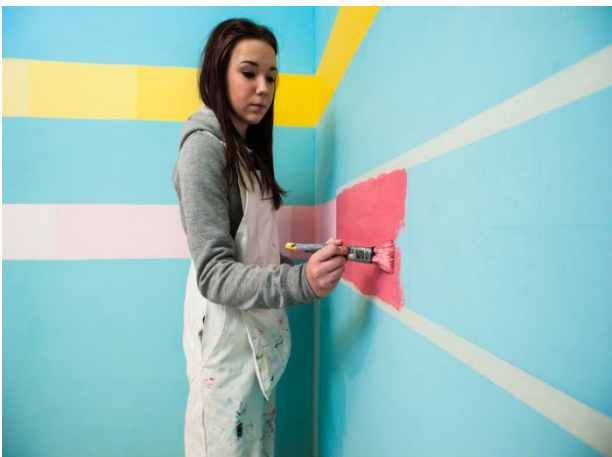
Kilmarnock Campus offers a range of curriculum programmes and also incorporates the Gallery Restaurant, The Hair Salon, Aqua Spa and Nail salons. The Campus also delivers a range of engineering and motor vehicle programmes and has developed strong partnership links with the engineering business community across Ayrshire.

The Kilmarnock Campus offers a full range of student support services to enhance learner journeys.

Kilwinning Campus

The Kilwinning Campus offers industry standard resources which include design studios, IT suites and hairdressing and beauty salons. The Campus also offers a nursery service, providing child care in a safe and stimulating environment with highly qualified and

Nethermains Campus



Nethermains supports a range of construction and motor vehicle courses and provides an industry standard environment to support student learning and teaching.

The Craig Centre

Horticulture and land management courses are based at the Craig Centre, Gatehead. Programmes delivered include tree surgery, and landscaping.

Townholm Campus (Kilmarnock)

Townholm Campus is home to our Centre of Sporting Excellence, which delivers a range of sport and fitness programmes. The Townholm campus also comprises a Trade Skills facility which supports Painting and Decorating, Bricklaying and Carpentry and Joinery.

Skills Centre of Excellence Irvine Campus (Irvine Royal Academy)

The Skills Centre of Excellence Irvine Campus is a new addition to Ayrshire College and opened in October 2014. The first part of the development of the Irvine Campus will see the delivery of Sport and Fitness and Health and Social Care courses. This campus will continue to develop over the academic term to provide other exciting opportunities in the future.

Ayrshire College Student Association Shortlisted for 2 NUS Scotland Awards



Ayrshire College Student Association (ACSA) have been shortlisted in two categories at the NUS Scotland Awards 2015 for Student Opportunities and Student Union.

The winners will be announced on Friday 20 March following the first day of the NUS Scotland conference in North Berwick.

The NUS Awards are a celebration of the work in student unions; from officers and staff to inspirational students and unsung heroes.

In the Student Opportunities category they will compete against Edinburgh Napier University, Strathclyde University and Queen Margaret University.

In the Student Union category they will go up against Glasgow Kelvin College, Glasgow Clyde College and Forth Valley College.

ACSA has been shortlisted in the Student Opportunities category for being instrumental to the organisation of many clubs within the College that have been designed to engage with the students and improve their college experience.

They have also been recognised in the Student Union category for ensuring their activities had a positive impact on students and the community, met the needs of its members and the democratic processes were used to make decisions open and inclusive.

Angela Alexander, Student President for Community Partnership at Ayrshire College said: "I am totally overwhelmed that the Student Association have been shortlisted in these two categories and believe that this is a great achievement in itself.

It's fantastic to see that the work we do alongside the student body is being recognised at a national level and is a great way to celebrate the success of our work over the last year."

All submissions will be put forward to the NUS UK Awards 2015 which take place in Liverpool on 21-23 April.

COLLEGE TO SHOW AYRSHIRE THE 'WEIGH TO GO'



Ayrshire College staff and students have teamed up with NHS Scotland to get trained up in their new 'Weigh to Go' weight management programme in order to provide quality nutritional therapy to the local community.

A dietician from the NHS, Marian McBride, has been guiding three lecturers and five HND fitness students through the training.

With the training now complete, they will be able to roll out a three month programme to all staff at the College to improve their fitness and help them to lose weight.

If that shows results, the programme will be used to help students and members of the Ayrshire community too.

As well as providing the training, the NHS has provided the College with resources worth £2,500 to help them to deliver the programme successfully.

Those eligible to undergo the programme must be aged 16 or over and have a body mass index (BMI) of 28 or above.

David Dougan is one of the Sport and Fitness lecturers who has completed the training and he said “The ‘Weigh to Go’ course content is excellent and Marian from the NHS has provided the staff and students with great knowledge that can be passed on to make a huge difference to so many people. It is an excellent partnership we have created with the NHS and we will continue it in the future by not only targeting staff, but we will target students and the local community in Ayrshire.”

Ayrshire College encourages people to join the LGBT conversation



Ayrshire College hosted Lesbian, Gay, Bisexual and Transgender (LGBT) Conversation Cafés at its three main campuses in February to celebrate LGBT History Month.

The cafés aimed to gain a better understanding of LGBT experiences in Ayrshire through discussions with LGBT and non-LGBT people.

Our first event was at our Kilmarnock Campus on 17 February, Kilwinning's session then took place on 19 February before Ayr rounded things off on 25 February.

At the Conversation Cafés, attendees were split into five different groups and worked their way around the following different topics: friends and family, health, community, education and access and opportunities. Each discussion was facilitated by a member of the Ayrshire LGBT Development Group.

The Ayrshire LGBT Development Group is a multi-agency partnership that works together to improve the lives of LGBT individuals living, studying and working in Ayrshire. The group has representatives from the councils, police, health, education and third sector organisations as well as LGBT specific organisations such as LGBT Youth Scotland and the Terrence Higgins Trust.

It is the first time an event like this has been held in Ayrshire. One participant said afterwards "I found it both interesting and very valuable! I came away feeling quite inspired after all the thought provoking information I gained. It was a great opportunity to do some networking too and I really hope we can keep in touch."

Sara Turkington, Equality and Inclusion Officer at Ayrshire College, represents the College in the development group and helped to organise the events. She said "I took the idea to the Development Group, and knowing their mission is to improve the lives of LGBT people in Ayrshire, hosting a Conversation Café presented a real opportunity to find out what it means to be an LGBT person living in Ayrshire.

"With that understanding, the Group could then take actions to better support the experiences of LGBT people. It was decided the College would host because we have campuses in each area of Ayrshire."

Tree-mendous effort from Craig Centre students

Green-fingered students at Ayrshire College's Craig Centre have been helping a not-for-profit social enterprise in their quest to plant 14,000 trees.

Eadha Enterprises are creating the new Wardlaw Community Woodland near Dalry and have been appealing for volunteers to help them on their ambitious mission.

A group of Horticulture students were keen to get involved and went along to the site - owned by Community Windpower – where they planted over one thousand willows and aspens in challenging conditions.

The project proved to be the ultimate work experience for the College's students, who normally work within five acres of land at the rural Craig Centre campus.

Ayrshire College lecturer Francis McCaughey said "It was a great experience for the students and they thoroughly enjoyed going out and taking part in such a major project. Giving these students real life situations to work on is an integral part of their course and they have taken great pleasure in planting the trees – even in blizzard-like conditions!"



Peter Livingstone from Eadha Enterprises said “The woodland will provide a new attractive landscape feature and wildlife habitat and will also be designed to have the potential to deliver local wood fuel, creating local economic benefits. The guys did a great job and we’re thankful for their efforts.”

Ayrshire College is holding an Open Door event at the Craig Centre on 28 March between 11am-1pm. Members of the public are welcome to attend to receive course information and go on a tour of the facilities.

Governance and Management Structure

Board of Management

The Ayrshire College Board of Management was created on 1st August 2014. The Board provides strong and effective governance and strategic leadership for Ayrshire College. The current members of the Board include:

- Willie Mackie, Chair of the Board of Management
- Wai-yin Hatton, Vice Chair of the Board of Management, Chair - Estates and New Campus Development Committee
- Heather Dunk, Principal and Chief Executive
- Barbara Graham, Chair - Learning and Teaching Committee
- Nicki Beveridge, Chair - Human Resources and Organisational Wellbeing Committee
- Tom Wallace, Chair - Finance Committee
- Alan Walker, Chair - Audit Committee
- Gordon James, Board Member
- Stephen Greenwood, Service/Support Staff Board Member
- Julie Bradley, Curriculum/Teaching Staff Board Member
- Angela Alexander, Student President – Community Partnership
- Emma Hall, Student President – Positive Wellbeing
- Sharon Graham, Student President – Learning and Teaching (Observer)
- Marie Macklin, Board Member
- Bill Costley, Board Member
- Dr. Robin J Northcote, Board Member
- Professor Alan McGregor, Board Member
- James English, Board Member
- Fiona Skilling, Board Member

Executive Management Team

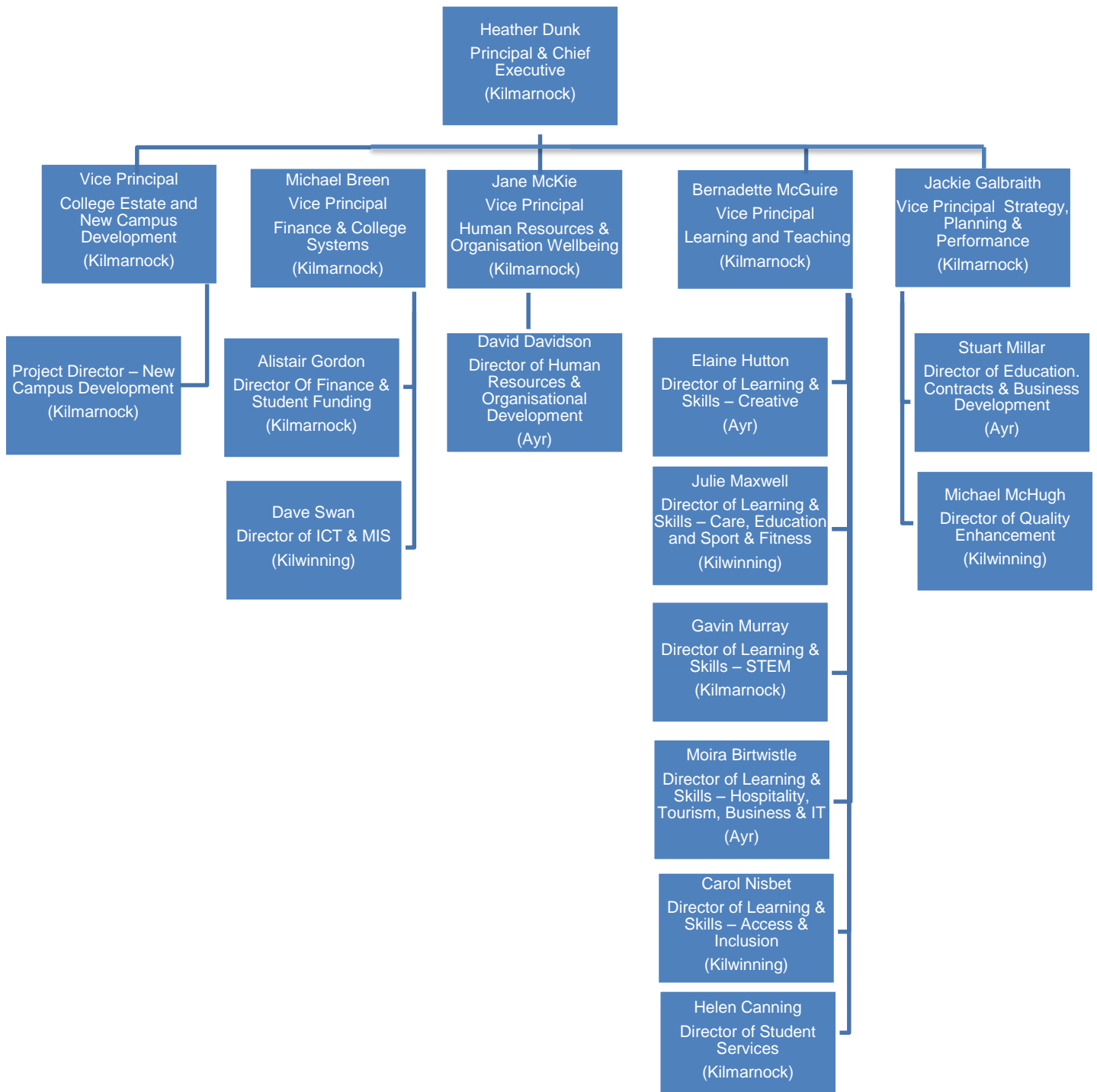
- Jane McKie, Vice Principal, Human Resources and Organisational Wellbeing
- Bernadette McGuire, Vice Principal, Learning and Teaching
- Michael Breen, Vice Principal, Finance and College Systems
- Jackie Galbraith, Vice Principal, Strategy, Planning and Performance
- Vacant, Vice Principal, New Campus Development and Estates Services

Senior Management Team

- Elaine Hutton, Director of Learning and Skills (Creative)
- Julie Maxwell, Director of Learning and Skills (Care, Education, Sport and Fitness)
- Gavin Murray, Director of Learning and Skills (STEM)
- Moira Birtwistle, Director of Learning and Skills (Hospitality, Tourism, Business and IT)
- Carol Nisbet, Director of Learning and Skills (Access and Inclusion)
- Helen Canning, Director of Student Services
- David Davidson, Director of Human Resources and Organisational Development
- Alistair Gordon, Director of Finance and Student Funding
- Dave Swan, Director of ICT and MIS

- Stuart Millar, Director of Education Contracts and Business Development
- Michael McHugh, Director of Quality Enhancement

Executive and Senior Management Structure



Recruitment Advertisement

Career Opportunity

Centre Support Assistant (1 FTE)

£17,332 per annum

(Skills Centre of Excellence, Irvine Campus, Irvine Royal Academy)

You will support the delivery of a high-quality estates and facilities service ensuring that the College grounds remain in good order and provide a secure, safe, comfortable and attractive environment which meets the needs and expectations of all customers whilst maintaining effective administration procedures and systems, to underpin the efficient performance of the service area activities.

You will be educated to standard grade level or equivalent within English/Arithmetic and have an appropriate level of experience of providing a professional and customer focused estates and facilities service within a campus environment.

For informal enquiries please contact Gillian Brown, Contracts and Estates Manager on 01292 293427 or email gillian.brown@ayrshire.ac.uk

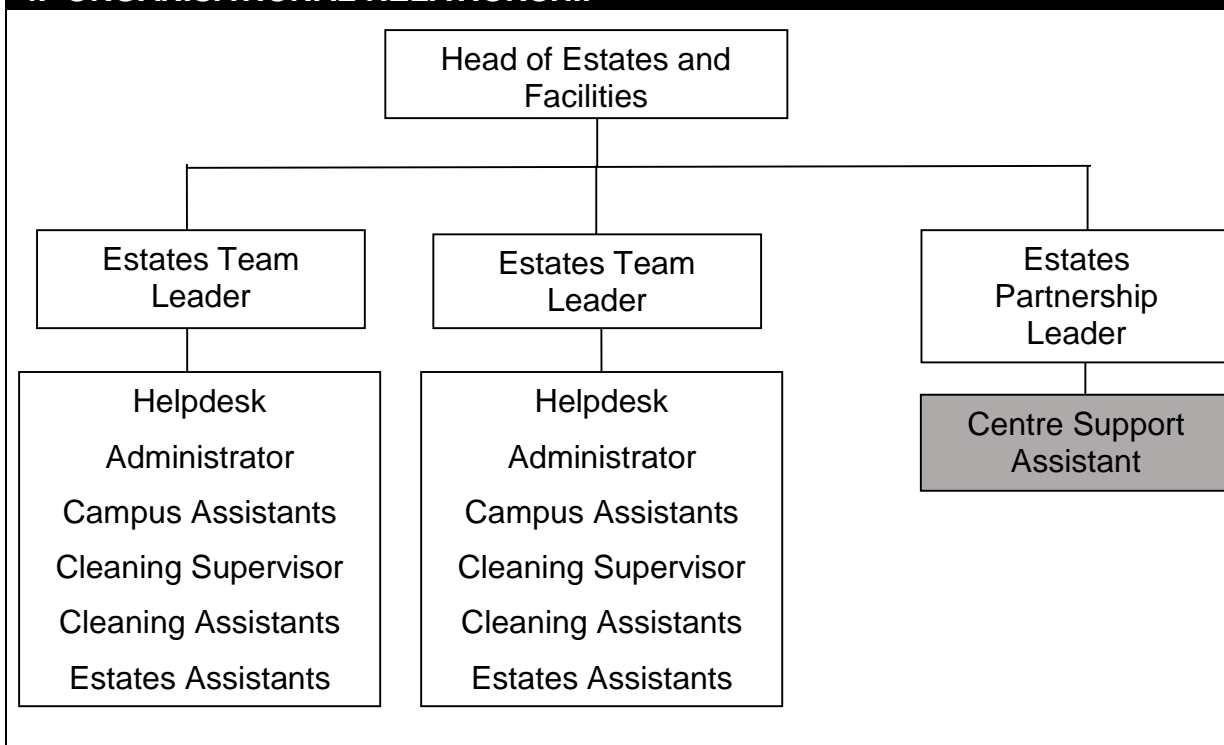
Job Description

1. JOB IDENTIFICATION	
Post Title:	Centre Support Assistant
Responsible to (Post Title):	Estates Partnership Leader
No of Job Holders:	1 FTE
Last Update:	March 2015

2. PRINCIPAL JOB PURPOSE
<p>To support the delivery of a high quality estates and facilities service ensuring that the grounds remain in good order and provide a secure, safe, comfortable and attractive environment which meets the needs and expectations of all customers.</p> <p>This will include:</p> <ul style="list-style-type: none"> • Cleaning duties which will ensure that the building is kept in a clean and hygienic condition. • Supporting the maintenance of College equipment, facilities and fixtures and fittings to provide high quality resources for students, staff and visitors. • Liaising with the catering provider to ensure an effective services is maintained for students. • Maintaining effective administration procedures and systems to underpin the efficient performance of the service area activities.

3. JOB DIMENSIONS & CONTROL OF RESOURCES
<p>The post has no responsibility for staff or budgetary management.</p> <p>The post holder has a direct impact on all users of our building to ensure that they are in a safe, secure environment whilst in the college estate.</p> <p>The post holder will support the Estates Partnership Leader in ensuring that all Health and Safety operational target dates are met in relation to the maintenance of Building, Facilities and Equipment to minimise risk to the user.</p>

4. ORGANISATIONAL RELATIONSHIP



5. MAIN DUTIES & RESPONSIBILITIES

1. Support the Estates Team in delivering a high-quality estates and facilities service, ensuring that the College and its grounds remain in good order and provide a secure, safe, comfortable and attractive environment which meets the needs and expectations of all customers.
2. Maintain clean and effective learning environments at all times through carrying out day cleaning duties, in designated areas within the campus in accordance with operating policies and procedures, and ensure all cleaning equipment is maintained to a high standard and that health and safety procedures are adhered to.
3. Support the Estates Team to maintain and repair the College's estate, infrastructure, fixtures and fittings and equipment (outwith warranty periods) in order to support the smooth functioning of the College infrastructure.
4. Promote the highest standards of health and safety within the college, including safe environment, COSHH, equipment warranty and servicing and repair to support a safe and effective service.

5. Assist with the maintenance of stock including incoming goods
6. Liaise with the catering provider to ensure adequate stock levels are maintained in vending machines and orders from the kitchens are delivered timeously.
7. Carry out routine maintenance duties and minor repair work to support an effective and safe working environment within the campus.
8. Assist in a planned maintenance programme by undertaking regular inspections of the College estate and facilities and report on any repair or maintenance work required.
9. Undertake portage duties throughout the Campus including the movement of furniture and equipment as required.
10. Support and maintain effective administration procedures and systems to underpin the efficient performance of the full range of service activities.
11. Undertake driving of College vehicles (including minibuses), as required to meet the needs of internal and external customers.
12. Participate fully as a member of the Estates team, providing cross-cover and support as required to ensure a seamless estates support service is delivered to the College.
13. Participate in appropriate developmental activities to ensure that knowledge of all janitorial services is up to date.
14. Ensure implementation of all College policies, procedures and regulations generally and with specific reference to quality enhancement, health and safety, management of risk, equality and diversity and staff performance, and sustain an inclusive and supportive environment in accordance with College policy.

6. COMMUNICATIONS (Internal & External)

The post holder will have key internal working relationships with Curriculum and Service staff.

Excellent communication and interpersonal skills, both oral and written, are required

to achieve effective working relationships with managers, staff, partners, visitors, external suppliers and service providers.

7. ASSIGNMENT AND REVIEW OF WORK

The post-holder functions with a degree of independence and autonomy, within parameters agreed in conjunction with the Estates Partnership Leader. The post-holder has some discretion to prioritise and determine workload. Work is demand driven and generated through the service area and customer activity. Work activity will be delegated by the Estates Partnership Leader and the post-holder will also be responsible for supporting specific objectives arising through the service area.

Review of work will be in accordance with existing performance management arrangements, in the form of Performance Development and Review.

8. ESSENTIAL KNOWLEDGE, SKILLS & EXPERIENCE

Education

- Education to standard grade level or equivalent within English/Arithmetic
- Evidence of Continuing Professional Development.

Knowledge

Demonstrable knowledge of:

- The services of the College.
- The effective, efficient and safe operation of a cleaning and facilities support within a Further Education environment.
- Health and Safety in the workplace.
- The needs of the customer within a Further Education environment or a similar organisation.

Skills and Competencies

- Effective communication and interpersonal with the ability to work as part of a team.
- Ability to operate equipment/ machinery safely and handle materials.
- Ability to maintain and carry out minor repairs to fixtures, fittings and equipment.
- Customer focused with the ability to work with a wide range of staff and develop effective working relationships.

- Ability to prioritise competing demands and successfully coordinate a range of ongoing estates support activities
- Possession of Full Driving Licence and D1 Category.
- Possession of a first aid certificate (desirable)
- Ability to work flexibly across all campuses in the region.

Experience

- Appropriate level of experience of providing a professional and customer focused estates and facilities service within a campus environment
- Relevant estates and facilities support experience, preferably within an FE college/context for part or all of this time.
- Relevant cleaning, janitorial and maintenance service experience

9. MAIN JOB CHALLENGES

Supporting the operation of a high quality Facilities Service function in order to add value for both customers and the College

10. WORKING ENVIRONMENT

Physical

- The post-holder will be involved in physical activity e.g. carrying out porter work and in the operation of equipment which could entail the wearing of safety equipment, including protective footwear, hard hat, goggles, facemask etc.
- Moving between work areas.
- Operation of a wide range of machinery/equipment relevant to the Estates Service including:
 - Cleaning Equipment – cleaning machine, buffers, hoovers etc.
 - Tools for routine repairs and maintenance to fixtures and fittings
 - Personal computer for production of relevant documentation and use of e-mail
 - Car for transportation between sites

-Telecommunications

Mental

Frequent interruptions on issues relating to janitorial support and the ability to quickly change focus/ concentration to different subject matters.

Emotional

- Occasionally dealing with people with challenging behaviour and overcoming barriers to understanding, especially when communicating contentious information.
- The ability to maintain professionalism and deal with conflicting views and not be provoked by challenging, hostile, confrontational or aggressive behaviour.

Working Environment

- Working in various locations within the College buildings, e.g. classrooms, workrooms, corridors etc

Application Procedure

Please return your completed application form by **12 noon on Friday 3 April 2015** via email to ayrshirecollegcareers@ayrshire.ac.uk or alternatively to Human Resources, Ayrshire College, Ayr Campus, Dam Park, Ayr, KA8 0EU.

The College is an Equal Opportunities employer and in this respect it would be most helpful if you could complete and return with your application form the appropriate questionnaire. This questionnaire will be retained by Human Resources and will not be used in the selection process. Similarly, you are asked to complete the Criminal Conviction Declaration and return. The information given on this form will be treated in the strictest confidence. Both forms are incorporated within the College's application form.

We look forward to receiving your completed application form.

Please note that we do not accept CVs.

Please note that if you are shortlisted you will be advised within 4 weeks of the closing date.

If you have not heard from us by then you must assume that you have been unsuccessful on this occasion. If you would like to receive confirmation of this, then please do not hesitate to contact us.

We look forward to receiving your completed application form and thank you for the interest you have shown in the College.