

# CANDIDATE INFORMATION PACK

World Cancer Research Fund International



Mailroom & Facilities Assistant

Closing date: At 5 pm, Monday 23 January 2017

This pack includes:

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For more information about the organisation please visit our website: [www.wcrf.org](http://www.wcrf.org)

# WELCOME

World Cancer Research Fund International is the world's leading authority on cancer prevention through diet, weight and physical activity. We commission and interpret research, lead and unify a network of cancer charities with a global reach, influence policy at the highest level, and are trusted advisors to governments and other official bodies from around the world.

Our network of cancer prevention charities is based in the United States, UK, Netherlands and Hong Kong.

To meet our vision of living in a world where no one develops a preventable cancer, we need high quality and motivated employees from a mix of backgrounds and with a range of skills and experiences. In return, we aim to offer the best possible working environment for people so that talent is nurtured and developed.

Within this candidate pack you will find additional information about the role you are applying for and the benefits we offer.

To apply for this role, please complete and submit a CV, covering letter (maximum 2 pages) and the attached equal opportunities form. If you have any queries, please contact Human Resources at [hr@wcrf.org](mailto:hr@wcrf.org) or visit our website at [www.wcrf.org](http://www.wcrf.org).

On behalf of World Cancer Research Fund International we thank you for your interest in helping to prevent cancer and wish you the best of luck with your application.

Best wishes,  
Human Resources

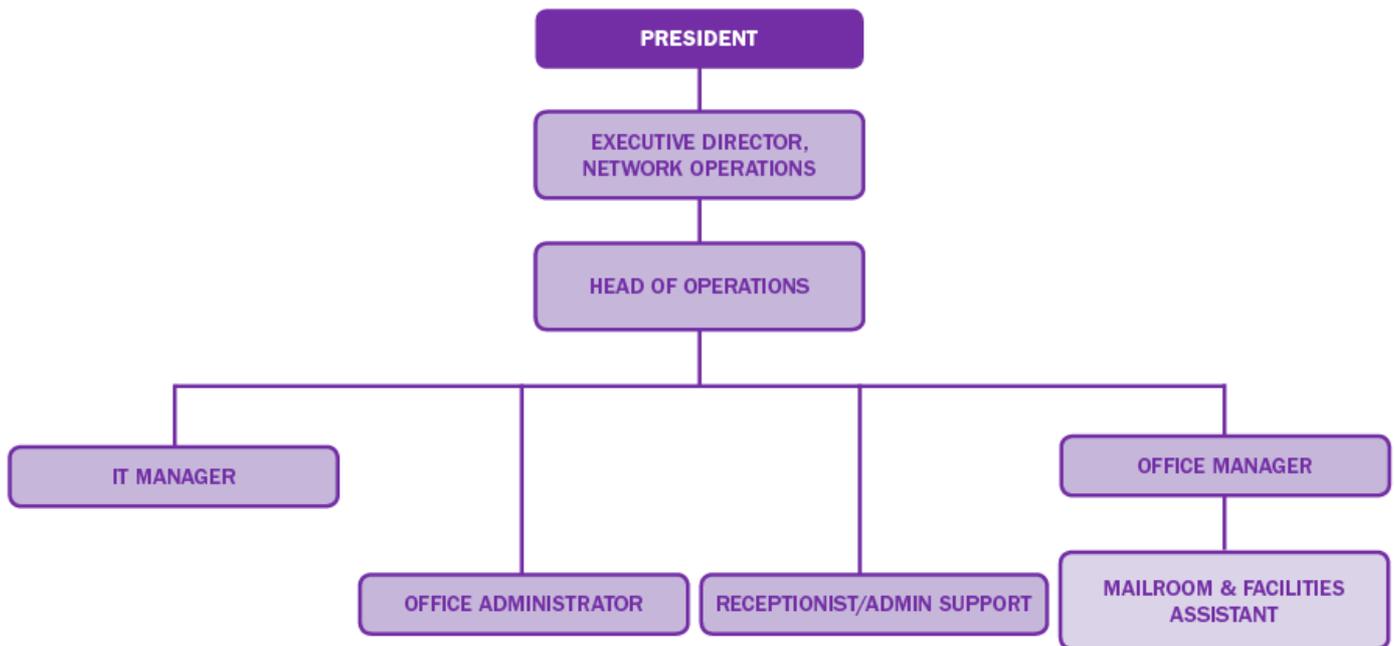
# ABOUT THE ROLE

We are seeking an Office Manager who will be responsible for financial management of the London office and for overall building management.

Who you will be working with:

You will be working with World Cancer Research Fund Operations team.

World Cancer Research Fund International's Operations Department



What we are looking for:

- Someone who is efficient and organised
- Relevant experience working in the charity sector or in a mailroom or facilities environment
- Able to work independently as well as being a reliable and conscientious team member.
- Proactive approach and good communicator
- Working knowledge of current health and safety regulations
- Ability to manage multiple priorities effectively and efficiently

# JOB DESCRIPTION

Job title	Mailroom & Facilities Assistant
Department	Operations
Reporting to	Office Manager
Responsible for	N/A
Contract	Permanent contract
Location	London Office
Hours	37.5 hrs per week – full time
Salary	£18,000 – £20,000 per annum

<b>Department description</b>
This role sits within the WCRF UK Operations team. The Operations team works with all departments within WCRF UK and WCRF International to ensure the smooth running of the WCRF London Office.
<b>Main purpose of the role</b>
This role is responsible for the day-to-day oversight of the WCRF London office, including the operation of the mailroom, provision of facilities support to WCRF UK and WCRF International staff, guidance on health and safety and other administrative tasks.
The role is line managed by the Office Manager but may also have some job responsibilities delegated directly from the Head of Operations and other senior executives.
This is a busy and varied role that will require a practical nature, good organisational skills and strong interpersonal skills.

## Main duties and responsibilities

<b>A</b>	<b>Mailroom Operations</b>
1	Ensure the efficient provision of mailroom, postal and courier services for the WCRF London Office <ul style="list-style-type: none"> <li>Collect and distribute internal mail deliveries</li> <li>Receipt and despatch of the Royal Mail</li> <li>Take receipt or arrange collection of courier deliveries of shipments</li> <li>Keep the mailroom in a clean and tidy condition</li> </ul>
2	Maintain in accordance with WCRF procedures the relevant files for all mail services, charges and service contracts applicable to the mailroom operation
3	Provide the Office Manager with periodic reports required for accounting purposes
4	Assist colleagues in processing of direct mail, newsletters and other types of packages to Royal Mail, fulfilment companies or contracted courier companies
5	Liaise with colleagues and suppliers of fulfilment services to WCRF UK and International and ensure adequate stock levels of materials and publications are maintained
6	Create delivery notes for all new publications, where necessary act as go between for departments, the fulfilment house and suppliers
7	Organise the periodic collection of data disposal, classified waste and recycling by the appropriate company or authority
8	Be responsible for the building archive storage areas including periodic disposal
9	Maintain WCRF archive, archiving old publications and maintaining records
<b>B</b>	<b>Building Operations</b>
1	Open the building by 8.00am on designated working days
2	Assist the Office Manager in ensuring the office premises and installed security system are properly maintained and monitored in accordance with supplier contracts

3	Act as custodian for keys and entry fobs. Ensure the key press is appropriately labelled and secured in accordance with WCRF Procedures. Provide all staff and tenants with entry fobs, ensuring that all records of fobs and keys are kept up to date
4	Review all service level agreements with the Office Manager
5	Ensure all leased equipment is maintained in accordance with the contract agreements and servicing is carried out by due date
6	Ensure stock levels of consumables are adequately maintained and routinely replenished
7	Maintain a logbook of servicing and consumables to monitor efficiencies
8	Maintain regular contact with the contracted cleaning company and ensure all aspects of the cleaning contract are carried out to the required standard. Keep a written record of all discussions and resolutions agreed to with the cleaning company
9	In conjunction with the Office Manager, conduct regular building inspections of interior and exterior areas. Report any required remedial or refurbishment work relating to the structure/fabric of the building or communal services to the Head of Operations and the Office Manager
10	Assist the Office Manager in maintaining a ' <i>Building Preventative Maintenance Plan</i> ' to reflect the immediate to long-term (five year) building, maintenance and servicing requirements
11	Maintain the inventory of office furniture and equipment
12	Undertake minor repairs and maintenance tasks relative to the incumbent's level of competency
<b>C</b>	<b>Facilities</b>
1	Conduct a weekly fire alarm test, record any problems and take remedial action as necessary
2	Daily checks of meeting rooms to ensure clean, tidy and ready for use
3	Daily checks around the building to ensure sufficient stocks of consumables
4	Ensure water stations are kept stocked and ensure the water company is notified when replenishment is required
5	Keep kitchen areas clean and tidy. Carryout a weekly clean of all fridges and dishwashers
6	Weekly or more frequent if required, cleaning of the outside courtyard area, sweeping of the atriums, front and rear entrances and footpath areas. In addition, but not limited to, cleaning of the outdoor furniture, tendering pot plants, clearing drains and polishing brass name plates
<b>D</b>	<b>Health &amp; Safety</b>
7	Carry out regular Health and Safety inspections, maintain the correct records and take immediate action on any current hazards and preventative action to avoid future hazards
8	Act as the WCRF UK Health and Safety and First Aid Officer
9	Conduct a weekly fire alarm test, record any problems and take remedial action as necessary
10	Develop and maintain a good working knowledge of the Health & Safety at Work Act and all relevant statute, to ensure WCRF UK compliance
11	Ensure all new staff receive the Health & Safety induction presentation and are given a fire safety tour of the building
<b>E</b>	<b>Other</b>
1	Provide support to colleagues in preparing for meetings, lunches and events, by ensuring the respective venue is fully prepared, laid out and catered for in accordance with the requirements
2	Work with the other members of the Operations department and take on new tasks and responsibilities within the area as required
3	Act in a calm, professional and confidential manner at all times
4	Energetic and upbeat manner
5	To attend department team meetings as required and contribute to the overall planning and development of the department
6	Support and gain experience of other WCRF departments
7	Provide cover for Reception as required
8	Undertake any other duties as required by the Head of Operations or the Office Manager

# PERSON SPECIFICATION

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

		Application	Assessment	Interview
Experience	Experience of working effectively in a fast-moving role with competing priorities	✓		✓
	Experience or knowledge of the Health and Safety at Work Act	✓		✓
	Experience or knowledge of working in a mailroom and facilities role	✓		✓
	Experience of working with external suppliers	✓		✓
	Experience of ensuring sufficient stock supplies	✓		✓
	Experience or knowledge of the Health and Safety at Work Act	✓		✓
Skills & Knowledge	Good written and oral communications skills	✓	✓	✓
	Good IT skills with knowledge of Microsoft Office applications	✓	✓	
	Effective time management skills	✓		✓
	Proactive problem solving skills	✓		✓
Personal attributes	Ability to work on own initiative, manage time, prioritise workloads, work under competing pressures and deadlines whilst paying particular attention to detail	✓		✓
	Ability to communicate effectively both orally and in writing to a wide range of audiences including senior staff	✓		✓
	Ability to deal with problem issues as they arise and the aptitude to know when to pass issues onto senior colleagues	✓		
	A flexible approach to work with the ability to meet changing needs	✓		✓
	Willingness to work flexibly as needed – the post may require occasional evening and/or weekend work	✓		✓
	The ability to establish systems/procedures that increase efficiency and productivity	✓		
Education	Educated to a minimum of A Level standard or equivalent	✓		

# TERMS & CONDITIONS

## Salaries

World Cancer Research Fund International pays salaries into bank accounts once a month on the 26th of each month.

## Flexi-time scheme

A flexi-time scheme is in operation across the organisation. The daily requirement is to work 7.5 hours. Staff also need to take a lunch break of at least 30 minutes (staff can take up to a maximum of 1 hour and 30 minutes for lunch). The core hours are 10.00am–4.30pm, Monday to Friday when all employees must be present. Employees may arrive for work between 8.30am and 10.00am and leave between 4.30pm and 7.00pm. The daily minimum hourly requirement of 7.5 working hours per day plus lunch must be met; any extra time cannot be "rolled over" or "banked".

## Annual leave

World Cancer Research Fund UK's annual leave year runs from 1 October to 30 September. Annual entitlement for full-time staff is in relation to length of service:

- Less than 1 year of continuous service at the beginning of a holiday year: 25 days (pro-rated to your start date)
- 1 year or more of continuous service at the beginning of a holiday year: 26 days
- 3 years or more of continuous service at the beginning of a holiday year: 28 days
- 5 years or more of continuous service at the beginning of a holiday year: 30 days

## Sick leave

For full-time staff, World Cancer Research Fund International allows up to 12 days' sick leave in any year without deducting pay. This allowance is accrued at the rate of 1 day per month.

## Pension plan

WCRF contributes into an approved pension scheme, which is administered by Standard Life. Employees will be auto-enrolled into the scheme after 3 months and will contribute a minimum of 3% of their salary each month. WCRF will match the employee's contributions of up to 3% of the employee's salary each month.

## Private healthcare

We offer private healthcare for employees, which gives all employees access to private healthcare (hospital and outpatient care) by referral from NHS. You are eligible to join the scheme after successful completion of the probationary period.

## Dental cover scheme

We offer all employees a contribution to their dental expenses by allowing employees to opt in to a dental cover scheme. You are eligible to join the scheme after successful completion of the probationary period.

## Life assurance and income protection

We cover all employees from their first day of employment and provide cover, which is equal to 4 x the individual's salary on death while employed along-side critical illness cover.

## Permanent Health Insurance (PHI) scheme

All permanent members of staff, up to the age of 65, whose normal hours of work are at least 15 per week, are covered by the organisation's Permanent Health Insurance (PHI) Scheme, at no cost to employees.

PHI is intended to provide income protection in the event of long-term illness or disability. The scheme provides an income replacement of up to 50% of the basic annual salary after a waiting period of 26

weeks, starting from the date a disability commences.

### Season ticket loan scheme

Employees can take advantage of an interest free loan for a purchase of an annual travel ticket. The loan is repaid via equal deductions from the employee's salary over a 12-month period. You are eligible to join this benefit after successful completion of the probationary period.

### Cycle to work scheme

Employees can take advantage of an interest free loan for a purchase of a tax-free bike or accessories. The loan is repaid via equal deductions from the employee's salary over a 12-month period. You are eligible to join this benefit after successful completion of the probationary period.

### Childcare vouchers

World Cancer Research Fund International offers its employees the opportunity to purchase childcare vouchers by exchanging part of their salary for childcare vouchers.

### Employee assistance programme

All employees, and their families, have access to a 24-hour confidential advice and support line.

### Development opportunities

World Cancer Research Fund International has an annual appraisal process in place during which individual development needs are discussed and training needs identified.

### Probationary period and notice period

The post-holder is subject to a 3-month probation period during which 1 week's notice on either part will apply. Following successful completion of the probationary period the post-holder will be on 1 month's notice period.

# HOW TO APPLY

## Recruitment timetable

Closing date for applications:	At 5 pm - Monday, 23 January 2017
First interviews:	W/c Monday 30 January 2017
Second interviews:	TBC

## To apply

You can apply for this vacancy by submitting a CV, covering letter (maximum two pages) and completed Equal Opportunities Monitoring Form. Your covering letter should provide specific examples of past achievements to demonstrate how you meet each criterion of the Person Specification, and should also highlight how your skills and experience would benefit World Cancer Research Fund International.

Your CV, covering letter and completed Equal Opportunities Monitoring Form can be submitted by email or post:

**E-mail:** [hr@wcrf.org](mailto:hr@wcrf.org)

**Address:** Human Resources  
World Cancer Research Fund International  
22 Bedford Square  
London WC1B 3HH  
UK

**Phone:** 020 7343 4200

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion. Please note that we only provide feedback to shortlisted candidates.

# EQUAL OPPORTUNITY MONITORING FORM

World Cancer Research Fund International is committed to equal opportunities for all. Please help us monitor the effectiveness of our Equal Opportunity Policy by completing and returning this form. This will be separated from your application prior to assessment and used solely for statistical purposes.

Post applied for:	
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Please tick the appropriate boxes below:

## GENDER

Male		Female	
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## DISABILITY

World Cancer Research Fund International welcomes applications from people with disabilities. The Disability Discrimination Act 1995 describes a disability as a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities. Having read this definition, do you consider yourself to have a disability?

Yes		No	
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## ETHNIC GROUP

The categories indicated below are those recommended for use by the Commission for Racial Equality.

How would you best describe your ethnic origin?

Bangladeshi		Indian	
Black – African		Irish	
Black – Caribbean		Pakistani	
Black – Other (please specify)		White	
Chinese		Other (please specify)	

## NATIONALITY

UK	
Other (please specify)	

Thank you for answering these questions.