

CHICKS

Coastal – Cleaner

Recruitment Pack



CHICKS
Making Memories...
...Giving Hope

About Us

The Charity

CHICKS is a national children's charity providing free respite breaks to young people aged 8-17 from all over the UK who would really benefit from a break from their home lives. We were established in 1992 and since then we have provided over 16,000 young people with a much-needed break.

We believe that every young person has the right to make positive childhood memories. A CHICKS break inspires new confidence and gives young people the chance to have fun, enjoy new experiences and relax. More than anything, it gives them the chance to just be children.

The Young People

The young people we support come from a variety of backgrounds. They might be living in poverty, be young carers, be victims of bullying or abuse, or have been bereaved. The one thing they all have in common is that they could really benefit from a week away from their circumstances.

Young people are referred to us by professionals such as teachers and social workers, so we can help those who need our support the most.

The Breaks

Each week from February – December, 16 young people come to stay at one of our retreats. The young people are accompanied by three fully trained members of the CHICKS team, as well as a team of incredible volunteers.

The breaks are fun and exciting, whilst also providing opportunity for rest and relaxation. The young people have the chance to take part in new activities and enjoy new experiences, and we always make the most of the beautiful countryside that surrounds our retreats

Each week is specifically tailored to fit the needs of each group. This means that every break is unique, but each one has elements of: Adventure, Relaxation, Creativity and Imagination.

Our philosophy is that each young person who comes to CHICKS is given equal respect, regardless of their background or history.

The Impact

While a week of respite may seem short, CHICKS breaks have a long-lasting impact. Referrers frequently report that young people have increased confidence and self-esteem, are more willing to try new activities, and have learnt new social skills.

Aftercare

Each young person leaves CHICKS with a memory bag containing small mementoes of their break, including diaries of the week, photo compilations and certificates. We also send every young person a birthday card and a few small Christmas presents in the year following the break, making sure they feel valued and cared for.

All the young people who attend a break can return to CHICKS in the following years if they are still subject to the same circumstances and may come on multiple breaks. This allows us to build trusting relationships with them, giving them continuity and ensuring they have something exciting to look forward to.



About Us

Our Trustees play a pivotal role in guiding the charity to operate at the highest professional standard, with the aim of helping as many young people as possible. In 2018, we adopted the Charity Governance Code to support our continued commitment to improvement and effectiveness.

The primary role of our Trustees is to work constructively with other board members and staff to support the good governance of the charity, ensuring that the purpose of the charity is fulfilled, the charity is well managed, financially viable and working within the requirements of the law, regulation and its funders. Overall responsibility for the charity lies with the Board of Trustees who delegate the day to day running to the Chief Executive and the Senior Leadership Team.

Our Board of Trustees

Chair of the Board: Stephen Brearley

Stephen Brearley is Customer Business Manager for PepsiCo UK, managing the commercial relationship between Walkers and NISA stores across the UK. A qualified Child Protection Social Worker, Steve worked for Wokingham Borough Council Children's Services for over six years. Additionally, he has significant experience working with young people residentially at Barnardo's and has managed a number of youth and community projects and football teams for vulnerable young people and care leavers in Berkshire.

Steve has an LLB in Law and a Masters in Children and Families Social Work. He has been active with CHICKS for the past 15 years as a volunteer, referral agent and Respite Break Leader, and has been a Trustee since 2012. Steve is also a Director of Basingstoke Voluntary Action and the Camrose Centre, which are organisations that support the voluntary sector and street homeless in Hampshire. Steve became Chair of CHICKS in May 2019 and is also Chair of the Young Person's Action Group.

Deputy Chair: Barbara Peacock

Barbara joined the CHICKS Board as Deputy Chair in April 2020 and is currently working as a consultant and is a visiting Fellow of London Southbank University. Barbara has worked at a senior level in Local Government and the Voluntary Sector over the last 20 years, working as a joint statutory Director of Children's Services and Adult Services for over 8 years. A social worker by background, Barbara has experience of Children's and Adult Services in a Metropolitan, a Unitary Authority and London Boroughs. Barbara has a significant history of successfully implementing improvement within the complex world of social care (children and adults) and education. Barbara is passionate about social justice, having many examples of ensuring the voices of children and vulnerable adults are heard. Barbara has successfully managed large and complex budgets delivering both savings and targeted investment. Barbara has significant experience of working with Elected Members, health colleagues, the police, the independent sector, Inspectorates and Central Government.

Treasurer: Richard Wilson

Richard joined the CHICKS Board in April 2020. Richard is a Chartered Accountant and is a partner at Ernst & Young, retiring in June 2020. He has extensive experience of working with companies across many sectors in the areas of finance, risk management and corporate governance. Richard is also a Trustee and Chair of the Audit Committee of The Disabilities Trust UK and has served in similar roles at the charities, Victim Support and The Challenge.

Anisha Reed

Anisha joined the CHICKS Board in April 2020. Anisha is a Social Worker Team Manager for Children in Care and Care Leavers for Wokingham Borough Council, managing a team of 14 social workers, leaving care workers and business support staff. Anisha has worked with children and families for 27 years and started her career as a nursery nurse, completing a BA(hons) Early Childhood Studies and then a Masters in Social Work. She comes with vast experience of working with children that have experienced trauma, abuse and loss of significant attachment figures, supporting as a corporate parent to ensure they are provided with opportunities to achieve positive outcomes. Anisha is married with 2 teenage children, that keep her on her toes.

About Us

Andrew Ryde

Andrew joined the CHICKS Board in November 2015. He is a Managing Director in London for the Canadian Bank CIBC, where he is responsible for their European Debt Capital Markets business. He is Chair of the CIBC Children's Miracle Foundation and it is through his work with this charity that he first became involved with CHICKS. A Geography graduate from the University of Sheffield, Andrew has worked in the City for over 25 years and is married with two young children.



Andy Wright

Andy joined the CHICKS Board in April 2020. This is his first role on a charity board, but he has spent many years supporting young people through volunteering as: a School Governor, a Prince's Trust Mentor, a Sailing Instructor and an Air Cadet Pilot. He served in the Royal Air Force for 23-years as a fighter pilot and saw active duty all over the world. His military highlights include 3000hrs of flying fast jets, commanding Number 100 Squadron, working in the Pentagon and supporting UK operations in Iraq and Afghanistan. Having retired from the military at the end of 2019, Andy began his second career in the Digital Enterprise sector.

He now works for Salesforce who are the world leader in Customer Relationship Management (CRM) and in using business as a force for good. Although selling software might seem a long way from Andy's previous employment, Salesforce's values align to his life purpose – Helping people solve problems to improve society. For the same reason, he is delighted to support CHICKS at such an exciting time and is looking forward to helping the charity evolve through the new decade

Dawn Carter-McDonald

Dawn joined the CHICKS Board in April 2020 and works as a Solicitor for a London Local Authority and has been qualified for over 20 years. Dawn's background is Child Protection and has worked for over 15 years in safeguarding. Dawn is currently the Director of Legal and Governance in her authority. Dawn has always been passionate about helping vulnerable children in society and her role as a Child Protection Solicitor has enabled her to do so over the years. Dawn has 3 great children and is part of her church choir, they have performed in South Africa, a number of European countries and in the USA.

About Us

Gerri Clement

Gerri joined the CHICKS Board in April 2020 and is an accomplished change management and HR Senior Civil Servant, currently leading a locations programme within Civil Service HR. With both private and public sector experience, Gerri specialises in strategic business planning, target operating model creation and multi-portfolio programme management. She is a highly sought-after public speaker for inclusion events focusing on social mobility, and an award-winning Mentor for under graduates from lower socio-economic backgrounds.

Graham Horner

Graham is Managing Director of Simpson Travel and has nearly 20 years' experience in marketing, loyalty and digital. Graham's career started at Dunhumby, the company that powered Tesco Clubcard. He then moved to roles at the Nectar Card and Coca-Cola, before becoming Marketing Director of the Telegraph in 2009. In 2014, he moved on to luxury travel company Scott Dunn where, as Chief Marketing Officer, he oversaw the digital transformation and international expansion of the business and helped treble revenues in five years. It is here that he got involved in CHICKS, bringing the charity on board as a partner and volunteering himself for a week at the Coastal retreat. Graham is also Chair of the Brand Action Group.

Jess Swinfen

Jessica joined the CHICKS Board in April 2020 and has 20 years experience in working with start-up companies in creating, building and scaling brands. After graduating from Cambridge University with a Masters in Law and Economics, Jessica become one of the founding team members at innocent Drinks. She created innocent's festival, Fruitstock, attended by 250k people, winning a host of awards including National Event of the Year. She then went on to seed the innocent brand internationally opening offices throughout Europe. Jessica has managed a host of large-scale projects including Tour Management of the Olympic Torch Relay, a restaurant tour for Riverford Organic and the nationwide Skyride cycling events. Most recently she founded a new Caribbean rum brand, leading the premiumisation of the UK rum category. Jessica brings an entrepreneurial spirit combined with all round business acumen to the Board.

Role Description & Responsibilities

Role:	Cleaner
Responsible to:	Centre Manager
Team:	Operations
Location:	Tywardreath, Cornwall
Hours of Work:	12 hours per week
Salary:	£8.72 per hour
Responsible for:	General Cleaning and Laundry Activities



This role is suitable for someone who...

Enjoys working as part of a team and can work independently in a busy environment. Trustworthy, reliable, energetic, confident and sociable with an eye for detail. Willing to learn and go the extra mile to maintain our high standards.

This role inspires young people by...

Preparing and keeping our high standards for providing a centre clean, safe and free from hazards and helping young people enjoy and learn the values of taking pride in their environment.

General Duties will include:

- Cleaning all facilities including kitchen, dining room, lounge, bedrooms, and bathrooms
- Vacuuming areas which will be a mix of carpeted and hard floor
- Washing and mopping over all hard floor areas, mainly kitchen and bathroom areas
- Using cleaning machinery including carpet cleaners
- Ensuring all chemicals are used and stored safely according to COSHH regulations
- Mopping areas including kitchen's and WC's
- Wiping down chairs and tables
- Internal and external glass cleaning
- Weekly bed change (16-20 single beds)
- Operating commercial laundry equipment – washing machines and tumble dryers
- Keeping clean and dirty linen separate within the laundry room and cupboards
- To read, sign and ensure Health and Safety Policies and Reporting Procedures is maintained and contribute to CHICKS Hazard Analysis Critical Control Principles, Risk Assessment and Quality assurance processes
- To undertake routine and laundry tasks as needed to keep kitchen/dining equipment and resources hygienic and safe to use
- Engage in team meetings, appraisal, personal development planning and training events

Job Specific Competencies, Experience and Qualifications:

- Previous experience of housekeeping and commercial laundry tasks
- Knowledge of Health & Safety
- Satisfactory DBS check

CHICKS Behaviours:

- Committed to Equality of Opportunity and Anti-Discriminatory Practices
- Collaborative and positive
- Engaging and willing to work with others
- Self-managing
- Quality and safety focussed

General Health & Safety Duties:

- To undertake regular risk assessments and take any necessary action to avoid potential health and safety hazards
- Having read CHICKS Health and Safety manual, ensure compliance at all times with CHICKS Health and Safety Policies including accident reporting procedures; fire drills and first aid facilities



What We Do for You

What kind of an environment will I be working in?

You will be working with an ambitious and friendly team which enjoys working together. At CHICKS we encourage creativity and fun so there are many ways of building relationships with your colleagues through a variety of regular social events, staff days and workplace activities to soon have you feeling as part of the family.

Where will I work?

You will be working across our retreats, as well as our Head Office at Buckfast; with frequent travel.

Where can I park my car?

We have a free, spacious car park adjacent to each office so there's no need to worry about parking.

How much holiday do I get?

We will give you 28 days paid holiday, plus bank holidays (pro rata).

What happens if I become ill?

Don't worry; we give our employees up to 8 weeks paid sick leave following the successful completion of the probation period.

What about parental leave?

We provide 12 weeks paid maternity or adoption leave, up to 2 weeks shared parental leave and 2 paid weeks for paternity leave following the successful completion of the probation period.

Will you help me save for the future?

Yes, CHICKS provides a workplace pension, and all eligible employees are automatically enrolled into our scheme 3 months after commencing working with CHICKS.

How will you help with my professional development?

CHICKS operates a workplace review process where emphasis is put upon always being curious in learning new skills, developing oneself and others. Development opportunities will be frequently explored, and you will have access to training courses, mentoring and seminars.

How will you review my salary?

You will be reviewed in your job at the end of each appraisal year. All employees' salaries are reviewed annually based upon this.

What other support do you offer?

We consider the wellbeing of our people to be greatly important and so should there be an aspect in which more support is needed, we will do what we can to help. Currently, we offer all members of staff a free counselling service should they feel they need to speak to someone outside the charity and also have a free on-site gym at our Buckfast site, available to staff.

Is there opportunity to engage with the children?

It is so important to see what the charity does on a first-hand basis, so we encourage all staff to take the opportunity to attend a break and get involved with lots of other fundraising events and activities.

How to Apply

If you are seeking a new and exciting opportunity, please get in touch to request an application pack by contacting: hr@chicks.org.uk.

Please submit the application form outlining your motivation for applying and highlighting how your skills, knowledge and experience meet the requirements of the role of Cleaner, as set out in the brief.

Applications should be sent to hr@chicks.org.uk with reference COASTAL CLEANER.

Timetable

- Closing Date for Applications: Midday, Friday 18 September 2020

We will be reviewing applications as soon as they come in so please ensure that you act quickly if you are interested in this post. CHICKS reserve the right to close this advert prior to the closing date specified, should we find the suitable candidate.

CHICKS recognise the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage applications from people of all backgrounds.

For further information, please visit:

- Our website: www.chicks.org.uk
- Our 2018 Impact Report: <https://www.chicks.org.uk/about-us/impact-report/>
- Our 2018 Annual Accounts: <https://www.chicks.org.uk/about-us/annual-accounts/>
- Our latest magazine: <https://www.chicks.org.uk/about-us/magazine/>

