

# Castles & Coasts Housing Association

Scheme Officer

(Up to 30 hours per week, Gateshead,  
Fixed Term Contract for up to 12 months)

Recruitment Pack

August 2019

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Dear Applicant,

Thank you for your interest in the Scheme Officer position (fixed term contract up to 12 months) with Castles & Coasts Housing Association Limited.

Castles & Coasts Housing Association owns and manages more than 7,000 homes across the North of England in the areas of Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs.

This is an exciting time to become a member of our Team as Castles & Coasts continue to grow and deliver the best possible services to our customers.

Please read through this recruitment pack to find out more about the role, its terms & conditions, and the recruitment timetable, you can download an application form from our website at [www.castlesandcoasts.co.uk/careers/](http://www.castlesandcoasts.co.uk/careers/)

This job pack contains the following documents:

- Job Description
- Person Specification
- Terms and Conditions
- Recruitment Timetable
- Advert

To apply for this role you will need to complete and return the application form by email to: **recruitment@castlesandcoasts.co.uk**, the closing date for applications is **Sunday 15<sup>th</sup> September 2019**. Interviews will be held in Newcastle. Please note we will only accept applications in our standard application format; we do not accept CVs.

If you are selected for an interview, you will be notified by email. Please provide us with your preferred email address for receipt of this information. You will be required to take part in an IT skills profile exercise to assess your IT competency. This will take place prior to your interview.

By applying for this job you are agreeing to us using and storing your personal data for the purposes of the recruitment you have expressed an interest in. For further information of Castles and Coasts Housing Association privacy policy please access the following webpage <http://castlesandcoasts.co.uk/privacy/>.

I regret that we cannot reply to each applicant in person, so if you have not heard from us on or before **Tuesday 24<sup>th</sup> September 2019**, then your application has been unsuccessful on this occasion.

Should you have any queries, please feel free to contact me.

Yours sincerely

**Karen Vickers**  
**Sheltered & Supported Manager**

**Telephone: 0191 269 2610 | 07894512763**

**E-mail: [karen.vickers@castlesandcoasts.co.uk](mailto:karen.vickers@castlesandcoasts.co.uk)**

**Address: Arcadia House, Balliol Business Park, Newcastle upon Tyne, NE12 8EW**

## Role profile

### Job Description

**Job Title:** Scheme Officer

**Responsible to:** Sheltered and Supported Officer

**Responsible for:** Cleaning staff

Purpose of Job: To understand and respond to the needs of residents on the scheme(s) whilst ensuring the efficient and effective operation of the scheme.

Key Responsibilities

#### **HOUSING MANAGEMENT**

1. Minimise voids through efficient lettings practices; making recommendations to the sheltered and supported officer after assessing suitability of potential residents and carrying out viewings
2. Ensure new residents are welcomed and supported to integrate within the scheme
3. Maintain accurate and relevant information about scheme residents, updating as required
4. Gather, collate and provide statistical information in relation to the scheme and residents to assist CCHA to improve services to residents and to meet statutory requirements
5. Minimising rent or service charge arrears by handling initial stages of the CCHA arrears policy; identifying where help and advice which may be beneficial and signposting as appropriate
6. Contribute to the welfare and safety of residents by being alert for signs of need, assessing how they might be met and signposting to relevant services. To contact all residents in accordance with their recorded wishes
7. Ensure the building and surrounding landscaping is well maintained. Co-ordinate any scheme and resident accommodation repairs with the maintenance team, ensuring full information is provided and a prompt response is made

8. Monitor the quality of repairs, servicing, landscaping and cleaning contractors, against defined contract requirements to ensure high standards are achieved. Report these and recommendations for improvements to the sheltered and supported officer

9. Efficiently process the termination of tenancies in line with policy, including liaison with family members of deceased residents

10. Ensure communal facilities are managed in line with Health and Safety requirements and with policies and procedures

## **HEALTH & SAFETY**

11. Respond to and follow up all emergency calls immediately and appropriately

12. Fulfil scheme specific obligations, in particular:-

- Periodic testing of fire alarm equipment

- Completion of quarterly risk assessments

- Maintain hygiene standards in communal kitchens

## **SCHEME ACTIVITIES**

13. In conjunction with colleagues, promote initiatives to increase resident involvement through meetings or in one to one sessions with residents

14. Promote a sense of community on the scheme through social activities which are inclusive and engage residents to participate. Seek feedback to ensure residents' needs are being met

## **COMMUNITY ENGAGEMENT**

15. In conjunction with the sheltered and supported officer, promote the scheme and the Association within the local community

16. Establish and sustain effective networks with health, social care and other statutory and voluntary providers in order to deliver and develop effective, needs-led services

## **CLEANING**

17. Maintain a high standard of cleanliness in all communal areas by setting and communicating standards, seeking feedback from residents and providing feedback to cleaning staff

## **GENERIC**

1. Promote and act in accordance with all the Association's policies and procedures including those relating to equality and diversity, customer care and health and safety
- 2: Contribute positively to the marketing of the Association's values and objectives
- 3: Comply with CCHA Financial Standing Orders and Conduct Becoming
- 4: Comply with the requirements of external regulators
- 5: To carry out such other duties as may reasonably be required from time to time

## Person Specification

	ESSENTIAL	DESIRABLE
<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>Holds minimum of Level 2 literacy &amp; numeracy skills (Grade C GCSE) or equivalent</li> </ul>	Relevant NVQ level 2 or 3 Housing related qualification
<b>Experience, knowledge, understanding</b>	<ul style="list-style-type: none"> <li>Knowledge of social housing</li> </ul>	<ul style="list-style-type: none"> <li>Experience within a housing management and support environment</li> <li>Experience in resident involvement activities</li> </ul>
<b>Technical &amp; professional skills</b>	<ul style="list-style-type: none"> <li>Computer literate, with good knowledge of Microsoft Office packages</li> </ul>	
<b>Vision &amp; Drive</b>	<ul style="list-style-type: none"> <li>Demonstrates drive and tenacity</li> <li>Self-motivated</li> <li>Enthusiastic and proactive</li> </ul>	
<b>People</b>	<ul style="list-style-type: none"> <li>Shows respect, consideration and sensitivity to others</li> <li>Contributes positively within a team and across teams</li> <li>Embraces ongoing learning and development</li> <li>Aptitude for handling conflict</li> <li>Adapts positively to change</li> </ul>	
<b>Planning</b>	<ul style="list-style-type: none"> <li>Effectively gathers, analyses and utilises information</li> <li>Balances long and short term objectives</li> <li>Uses problem solving and decision making skills</li> <li>Prioritises and plans effectively</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>Good all round communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Understands what information is required through effective</li> </ul>



	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<ul style="list-style-type: none"> <li>• Listens to others, without making judgements or assumptions</li> <li>• Communicates well orally and in writing</li> <li>• Demonstrates empathy and compassion</li> <li>• Presents information in a straightforward way</li> <li>• Represents the organisation positively and professionally</li> </ul>	listening and questioning
<b>Performance</b>	<ul style="list-style-type: none"> <li>• Shows determination to achieve targets and objectives</li> <li>• Handles pressures of meeting targets and deadlines</li> <li>• Seeks ways to continuously improve and learn</li> </ul>	
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Demonstrates customer focus at the core of all activities</li> <li>• Track record of delivering quality results</li> </ul>	
<b>Equality &amp; Diversity</b>	<ul style="list-style-type: none"> <li>• Ensuring equality of opportunity in all activities</li> <li>• Values diversity, respecting difference</li> </ul>	

## Terms and conditions

The remuneration for the Scheme Officer (fixed term contract up to 12 months) role is: £16,809 per annum (pro rata) + benefits package.

Type	Details
<b>Hours</b>	<ul style="list-style-type: none"> <li>• 30 hours per week (part time)</li> <li>• 8.00am – 6.00pm working patterns</li> <li>• Flexitime scheme in place</li> </ul>
<b>Pension</b>	<ul style="list-style-type: none"> <li>• SHPS Defined Contribution scheme</li> <li>• Employer contributions up to 8%</li> <li>• Life assurance (3x annual salary)</li> </ul>
<b>Annual leave</b>	<ul style="list-style-type: none"> <li>• 25 days per year plus bank holidays (pro-rata for fixed term contract)</li> </ul>
<b>Time off</b>	<ul style="list-style-type: none"> <li>• Company sick pay scheme</li> <li>• Family friendly policies with company pay schemes</li> </ul>
<b>Additional benefits</b>	<ul style="list-style-type: none"> <li>• Company Saving Scheme</li> <li>• Employee Assistance Programme</li> <li>• Staff Forum</li> <li>• Cycle to work scheme</li> </ul>

## Additional information

Additional information about Castles & Coasts Housing Association is available on the following link: [www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk).

## Recruitment Timetable

Recruitment stage	Date
Adverts go live	Monday 19 <sup>th</sup> August 2019
Closing date for applications	Sunday 15 <sup>th</sup> September 2019
Shortlisting applications	Tuesday 17 <sup>th</sup> September 2019
Interviews	Tuesday 1 <sup>st</sup> October 2019
Appointment made	By Friday 4 <sup>th</sup> October 2019
Starting Date	By agreement when an offer is made

*Prospective candidates must detail in their application if they would not be available for interview on **1<sup>st</sup> October 2019**.*

## How to apply

If you need more information about the position prior to applying, please contact Karen Vickers, Sheltered & Supported Manager ([karen.vickers@castlesandcoasts.co.uk](mailto:karen.vickers@castlesandcoasts.co.uk) or 0191 269 2610).

Please complete a copy of the application form. This can be downloaded and completed electronically. Once complete please email your application form to [recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk) by no later than **Sunday 15<sup>th</sup> September 2019**.

Please note that we will only accept applications in our standard application format, we do not accept CVs.

If you are called in for an interview, you will be notified by email. Please provide us with your preferred email address for receipt of this information.

I regret that we cannot reply to each applicant in person, so if you have not heard from us by **Tuesday 24<sup>th</sup> September 2019**, then your application has been unsuccessful on this occasion.

## Closing date

The closing date for applications is: **Sunday 15<sup>th</sup> September 2019**.

Your application will be acknowledged and treated with strictest confidence. References will not be taken up until a job offer is being made.

## Appendix 1 | Recruitment Advertisement

### Scheme Officer

### Gateshead

**Up to 30 hours per week**

**Fixed Term Contract up to 12 months**

**Salary £16,809 per annum (pro-rata) + benefits package**

Castles & Coasts owns and manages more than 7,000 homes across the North of England. Our vision is to be a continuously improving organisation with customers at the heart of everything we do. Our services are locally-focused, suited to our customers' needs and lifestyles and designed to be good value.

Castles & Coasts Housing Association is looking to recruit a dynamic Scheme Officer to our Sheltered Housing Schemes in Gateshead who will help us to understand and respond to the needs of residents and ensure the scheme operates in an efficient and effective manner and so provide a high standard of services to our customers.

The role will require a knowledge of social housing and key tasks include minimising voids through efficient lettings practices, maintaining accurate information about scheme residents and monitoring the quality of repairs, servicing, landscaping and cleaning contractors.

You will contribute positively within and across teams, have experience using IT systems and hold a minimum of Level 2 literacy & numeracy skills (Grade C GCSE) or equivalent.

If you like what you read about this role, please complete our application process. If you choose to apply and are successful, you will be rewarded on all levels - a great place to work, great places to live and a great team of people to work with.

**For more information and to download the recruitment pack for the above post, please visit our website [www.castlesandcoasts.co.uk/careers](http://www.castlesandcoasts.co.uk/careers)**

**Completed job applications must be emailed (stating the post title) to:**  
[recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk)

**Closing date for applications: Sunday 15<sup>th</sup> September 2019**

**Interviews to be held: Tuesday 1<sup>st</sup> October 2019 at Arcadia House Balliol Business Park NE12 8EW**

