**Application Pack**

**Temporary Part-Time Care & Repair Assistant**

**Fixed Term Contract – 31st March 2019, subject to annual continued Funding**

**August 2018**

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| **Job Title:** | Part-Time Care & Repair Administrator (17.5 hrs, flexible). A secondment will be considered. |
| **Grade:** | Pro-rata; EVH Grade 6, PA17- PA20 (£27,457 to £30,016)  |

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| **Service:** | Care & Repair  |
| **Reports to:** | Care & Repair Officer |
| **Date:** | August 2018 |

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| Purpose of the Post: |
| To assist in the delivery of high quality Care & Repair services for elderly and or disabled owners in East Ayrshire. Provide a customer service and administrative support role in the provision of minor adaptation, small repair and preventative services that meet contractual service standards.  |

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| Main areas of responsibility: |
| Provide our customers and partners with excellent front-line service reflecting our values and high service standards. Provide administrative support to the Care & Repair Team Process small repairs and minor adaptations as necessary Assist the Team to maintain and develop high standards of record keeping and data handling that meets General Data Protection Requirements.Promote the values of Shire Housing Association and form good working relationships with clients, colleagues, Management Board and partners to ensure high standards of service are maintained.  |

| Service duties: |
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| * Deliver services and advice in a sensitive and caring manner
* Maintain accurate information to support the Association to meet evidence-based reporting requirements.
* Provide a professional and timely service to meet the wide-ranging needs of clients.
* Liaise with external partners and contractors, assisting customers with service enquires and to apply for financial assistance.
* Develop an understanding of Care and Repair activity in Scotland.
* Process repair orders in line with Association policy and contractual requirements.
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| Administrative duties: |
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| * Maintain contractor and consultant Approved Registers
* Assist in the reporting requirements of the service to East Ayrshire Council and statutory bodies.
* Co-ordinate client satisfaction activity and produce monthly reports for the Care & Repair Officer
* Prepare promotion and service feedback information to promote services more widely.
* Minute taking as required
* Co-ordinate client engagement and service information events as required.
* Undertake general administration of IT system files and service packages.
* General letter production, scanning and document management.
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| Team work expectations: |
| * Participate in team activities and contribute to ideas for improvement.
* Positively assist colleagues when needed.
* Ensure excellent communication with colleagues in the transfer of information.
* Liaise with external partners and contractors, assisting customers with service enquires.

Be proactive in enlisting support from colleagues or managers to meet goals and deadlines. |

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| Equal Opportunities |
| * Comply with the Association’s Equal Opportunity Policy ensuring there is no discrimination in the delivery of services.
* Treat all customers and colleagues fairly and without prejudice.
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| Working Safely |
| Comply with the Association’s Health & Safety Policy and undertake relevant Health and Safety Training. * Ensure own work area is well organised and tidy.
* Be mindful of safe working practices to minimise risk to self or others.
* Report concerns to the Health and Safety Administrator.
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| General Responsibilities |
| Make a positive contribution to identifying areas of continuous improvement in service or performance reviews.* Demonstrate openness to new ideas, procedures and the use of technology.
* Demonstrate a commitment to on-going personal or professional learning and development.
* Keep up to date with IT packages to support personal and business improvement.
* Carry out any other reasonable duty determined by Senior Management, the Director or Board.
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**Great Homes, Great People,**

**Vibrant Communities.**

**Person Specification**

**Job Title: Part-Time Care & Repair Assistant**

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| Requirement | Essential | Desirable | Office UseEvidence |
| 1. Education & Qualification
 |
|  NC Administration or equivalent. |  | ✓ |  |
| 1. Experience
 |
| Experience working in a customer focussed service. | ✓ |  |  |
| Experience of working in a repair service environment.  |  | ✓ |  |
| Experience of performance reporting and an understanding of contractual service standards.  | ✓ |  |  |
| Experience of financial monitoring. | ✓ |  |  |
| Experience of working to targets and deadlines. | ✓ |  |  |
| Experience of working in a sensitive service environment.  |  | ✓ |  |
| 1. Knowledge
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| Knowledge of National Care & Repair Standards.  |  | ✓ |  |
| An understanding of home maintenance requirements. |  | ✓ |  |
| Knowledge of good practice in delivering repairs and customer services. | ✓ |  |  |
| Good level of IT skills and excellent knowledge of Microsoft Office products including Excel. | ✓ |  |  |
| Knowledge of bespoke Care & Repair software packages.  |  | ✓ |  |
| Knowledge of complaint handling and resolution. |  | ✓ |  |
| Knowledge of Data Protection and GDPR |  | ✓ |  |

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| Requirement | Essential | Desirable | Office UseEvidence |
| 1. Our Core Values: matching your Skills and Abilities
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| Excellence |  |  |  |
| Motivated and committed to service improvements. | ✓ |  |  |
| Excellent Verbal and Written Communication  | ✓ |  |  |
| ICT skills | ✓ |  |  |
| Excellent administrative and organisational skills | ✓ |  |  |
| Partnership  |  |  |  |
| Negotiating skills | ✓ |  |  |
| Collaborative worker supporting corporate objectives  | ✓ |  |  |
| Innovative |  |  |  |
| Creative problem solver | ✓ |  |  |
| Investing |  |  |  |
| Committed to self-development and developing colleagues skills and knowledge | ✓ |  |  |
| Integrity |  |  |  |
| Strong work ethic and an ability to meet challenging targets and deadlines | ✓ |  |  |
| Committed to high standards of corporate governance | ✓ |  |  |
| Listening |  |  |  |
| Responsive to Staff, Board Member, Community needs and aspirations | ✓ |  |  |
| 1. General Requirements
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| Flexibility and to occasional work outside normal office hours including travel and attendance at meetings | ✓ |  |  |
| Full Driving License | ✓ |  |  |

**Application for Employment - Private Confidential**

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| **Title of Post:** | **Temp. Part-Time Care & Repair Assistant** | **Please return application form to:** Shire Housing Association LtdNetherthird HouseCumnockKA18 3DBor by e-mail toinfo@shirehousing.com  |
| **Closing Date:** | **12.00 noon on Friday 7th September 2018** |
| **Interview Date:** | **To Be Confirmed** |
| **Please Note:**1. A Curriculum Vitae or any other additional information attached will **not** be considered as part of your application and **will be removed** prior to the short-listing process.
2. Canvassing directly or indirectly will disqualify your application.
3. You must complete **all** relevant sections of the form. Partially completed applications **may be disqualified**.
4. Please complete this form **legibly** or type. Poorly completed applications **may be disqualified**.
5. The equal opportunities monitoring form will be removed prior to the short-listing process
 |
| **Vacancy Information**  |
| **Where did you see this job advertised?** |  |
| **Personal Details** |
| Surname: |  | Initial (s): |  |
| Address: |  | N.I. Number: |  |
| Home Telephone No: |  |
| Mobile Telephone No: |  |
| Work Telephone No: |  |
| Postcode:  |  | May we contact you at work? **Yes / No** |
| Email: |  |
| Do you hold a full current driving license? (if required for the post) **Yes / No** |
| **Education, Qualifications & Training – only if relevant to post** |
| Course(s) / Subject(s) Studied | Level of Qualification(Higher, Degree, Diploma, etc) | Grade Gained | Date Achieved |
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| **Professional Qualifications / Membership** |
| Name of Professional Body | Qualification / Membership Level | Date Achieved |
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| **Present or Most Recent Employment**  |
| Post Held: |  |
| Name of Employer: |  |
| Address: |  |
| Date From: |  | Salary / Wage: |  |
| Date To: |  | Hours of Work: |  |
| Notice Required: |  | Reason for Leaving: |  |
| Summary of main duties and responsibilities: |
| **Previous Employment (most recent first)** |
| Post Held: |  | Date From: |  |
| Name of Employer: |  | Date To: |  |
| Address: |  | Salary/Wage: |  |
| Reason for Leaving: |  |
| Summary of main duties and responsibilities: |
| Post Held: |  | Date From: |  |
| Name of Employer: |  | Date To: |  |
| Address: |  | Salary/Wage: |  |
| Reason for Leaving: |  |
| Summary of main duties and responsibilities: |
| Post Held: |  | Date From: |  |
| Name of Employer: |  | Date To: |  |
| Address: |  | Salary/Wage: |  |
| Reason for Leaving: |  |
| Summary of main duties and responsibilities: |

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| **Experience, Skills and Knowledge** |
| We want to compare your experience, skills and knowledge with the requirements of the post. You should therefore, **demonstrate and evidence** how you satisfy each requirement. *For example, it is not considered sufficient to merely state ‘I am a good team player’.* This evidence does not have to be from paid work, but can be from other experience. The selection panel will not consider candidates who do not meet all the requirements, therefore please completed all sections.  |
| **Requirement** | **Evidence** |
| Experience of performance reporting and an understanding of contractual service standards.  |  |
| Experience of financial monitoring. |  |
| Experience of working in a sensitive service environment. |  |
| Experience of data recording, processing and record management. |  |
| Ability to meet a wide range of customer needs in a professional and timely manner. |  |
| Excellent IT skills using Microsoft products |  |
| Ability to communicate clearly in writing, face to face and by telephone. |  |
| Excellent interpersonal skills |  |
| Demonstrates a positive approach to service delivery.  |  |

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| **Rehabilitation of Offenders Act 1974** |
| The employment for which you are applying is exempt from the provision of the Rehabilitation of Offenders Act (1974) as amended. Applicants are therefore not statutorily entitled to withhold information about convictions which for other purposes are ‘spent’ under the provisions of that Act. In the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action.Any information given will be treated as confidential and only considered in relation to the post for which you are applying.Do you have a Criminal Conviction (s)? **Yes / No**If you are successful in your application you will be expected to complete a Disclosure of Criminal Convictions Form and where appropriate a Disclosure will be required from Disclosure Scotland. A conviction will not necessarily be a bar to obtaining employment. |
| **Asylum & Immigration Act 2006** |
| The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the EU. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the EU. Appropriate documentation may include original current passport, visa, birth certificate or any other document [or combination of documents] indicated by the Act. For more information on right to work and the documents you can supply to show that you have the right to work please visit the Government website <https://www.gov.uk/legal-right-work-uk>.Do you currently have the right to work and live in the EU? **YES/NO** (please delete as appropriate) |
| **Interviews (if you are shortlisted)**  |
| a) Are there any restrictions on when you could attend for interview? **Yes / No**If yes, please specify: |
| b) The definition of disability, as outlined in the Equality Act 2010 is as follows: -**“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.”**We are Positive about Disabled People and operate a Job Interview Guarantee Scheme. This means that if you have a disability, and meet the minimum criteria outlined within the Person Specification, you will be guaranteed an interview. However, some disabled people prefer not to take this option, so please select your preference if you are a disabled candidate. Do you want to participate in the Job Interview Guarantee scheme? **Yes / No** |
| c) If selected for interview would you require any special arrangements (e.g. signer)? **Yes / No** If yes, please specify: |
| **Relationship to Governing Body Members** |
| Are you related to a Management Board member of Shire Housing Association or anyone who has been a member in the last 12 months, please provide details: |

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| **Relationship to Staff Members** |
| If you are related to any employee of Shire Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details:  |

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| **References**  |
| Please give details of two referees, **one of whom should be your current or most recent employer**. Referees will only be contacted if you are successful and recommended for employment. |
| Current or Most Recent Employer | Personal / Employment Reference(delete as appropriate) |
| Name: |  | Name: |  |
| Position: |  | Position: |  |
| Address: |  | Address: |  |
| Email: |  | Email: |  |
| Tel No: |  | Tel No: |  |
| **Declaration**  |
| I am aware that the data will be processed in accordance with the Data Protection Act 1998 and will not be disclosed to any organisation not associated with Shire Housing Association Ltd. I understand that the data will be stored confidentially whilst the application is processed and both electronic and paper records will be deleted/shredded within 6 months if the application is not successful.I consent to the data collected on this form being used for the purposes of recruitment and selection.I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice. |
| **Signature:** | **Date:** |

**Equal Opportunities Monitoring Form**

**(Completion of this form is voluntary and the contents will remain anonymous)**

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| Post Title: | **Temporary Part-Time Care & Repair Assistant**  |

Shire Housing Associationis committed to equal opportunities in employment, regardless of: age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.

We would therefore ask you to please complete the following questionnaire to help us ensure that we are reaching all sections of the community, and to check the effectiveness of our recruitment practices.

All information will be treated in the strictest confidence, in line with requirement of Data Protection Act 1998, and will not affect your application.

**Gender:** [ ]  Female [ ]  Male [ ]  Trans Gender

**Disability: Do you consider yourself to have a disability/special needs?** [ ]  Yes [ ]  No

**Ethnic Origin: Please choose ONE section from A to E, then tick the appropriate box to indicate your cultural background.**

**A White B Mixed C Asian or Asian D Black or Black**

 **Scottish/British Scottish/British**

[ ]  Scottish [ ]  Any mixed [ ]  Indian [ ]  Caribbean

[ ]  Other British background [ ]  Pakistani [ ]  African

[ ]  Irish [ ]  Bangladeshi [ ]  Other black

[ ]  Gypsy Traveller [ ]  Chinese background

[ ]  Polish [ ]  Any other Asian

[ ]  Any other white background

 Background

**E Other ethnic group** [ ]  Prefer not to say

[ ]  Arab, Arab Scottish/British

[ ]  Any other group

Any other ethnic group (please state) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Age:** **Please indicate your age group.**

[ ]  16 - 24 [ ]  25 - 34 [ ]  35 - 44 [ ]  45 - 54 [ ]  55 - 64 [ ]  65 & over

**Where did you see this post advertised?**

Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_