**Application Pack**

**Maintenance Officer**

**June 2021**

June 2021

Dear Applicant

**Application for Employment**

**Maintenance Officer**

Thank you for your interest in applying for this exciting post within our Staff Team. The post offers a fantastic opportunity to join an ambitious and dynamic organisation, helping support our ambitious plans for the Association and the communities we represent in East Ayrshire.

We have enclosed an application pack for the post. When completing your application, please include details of the skills, knowledge and experience that you have which you consider to be relevant to the job description and person specification for the post. Please remember, you may be able to demonstrate capabilities from personal interests or hobbies rather than your employment.

If you require any further information about the Association you may wish to visit our website at [www.shirehousing.co.uk](http://www.shirehousing.co.uk)

Your completed application form should be returned to us no later than 12.00 noon on Friday 2 July 2021. Please send your application, preferably in MS Word format, by email to [info@shirehousing.com](mailto:info@shirehousing.com).

Any applications received after this time cannot be considered. It is your responsibility to ensure that we have received your application. If you do not receive confirmation of receipt of your application from us within 24 hours of sending, please telephone Jade McLelland on 01290 421130 to ensure it has arrived. To avoid last minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

Unsuccessful applicants will be notified in writing.

Yours sincerely



Jim Munro

Director Welcome

Formed in 1997, Shire Housing Association Ltd is a successful progressive housing association based in Cumnock, East Ayrshire. We currently own and manage 964 homes across East Ayrshire, provide estate maintenance services to around 900 owners and have an annual turnover of over £5 million. Committed to delivering our Business Plan Vision of “Great Homes, Great People, Vibrant Communities”, over the last 3-4 years the business has been transformed, and we have ambitious and exciting plans for our future. As a member of our Staff Team you will play a key role in helping to deliver our business objectives.

A locally based charity, we are controlled by our Management Board - made up of members of the local community, and individuals who are committed to seeing the Association flourish. Board Members are sensitive to the needs and aspirations of the communities we serve, setting our Staff Team challenging strategic objectives.

Underpinning our Business Plan Vision are our Core Values of:

* **Integrity**- we are open and accountable in all we do;
* **Inclusion** – we value diversity
* **Diligence** – we get things right
* **Caring** – what matters to you matters to us.

Our staff team work hard to deliver quality and value to our tenants and stakeholders. The quality of service we provide has been recognised through Investors in People -Gold, Investors in Young People - Silver and Customer Service Excellence Awards.

Since 1997, we have invested approximately £13m in planned maintenance in our properties. With the support of the Scottish Government and East Ayrshire Council we have also constructed over 200 new homes. We also manage and deliver, on behalf of East Ayrshire Council, the Care and Repair service across East Ayrshire.

Management Board

Lorne Campbell - Chairperson

Hugh Carr - Vice-Chair

Nick Allan - Audit Convenor

Willie Paterson

Alexander Rae

Simon Roberts

Alisha Malik

Debra MacLeod

Rachel Irvine

Liam Gallacher

Senior Management Team

Jim Munro - Director

Julie Allison - Head of Housing

Claire Donnelly - Head of Corporate Services

Operational Management Team

Mark Scott – Asset Manager

Ann Black – Customer Services Manager

Key Dates & Selection Process

* Closing Date: 12 noon Friday 2 July 2021
* Interviews Week Commencing 12 July 2021

# Interviews will be undertaken using Microsoft Teams.

# Interviewers will be Mark Scott (Asset Manage), and Ann Black (Customer Services Manager) and potentially a Member of the Board

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| --- | --- |
| **Job Title:** | Maintenance Officer |
| **Grade:** | EVH Grade 7 PA22 – PA25 |

|  |  |
| --- | --- |
| **Service:** | Customer Services |
| **Reports to:** | Asset Manager |
| **Date:** | June 2021 |

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| **Purpose of the Post:** |
| To provide high quality integrated Maintenance Services to customers that uphold our values and meet our Vision of Great Homes, Great People, and Vibrant Communities. Provide support to the Asset Manager to deliver and review our Asset Management plans ensuring our stock meets the Scottish Housing Quality Standard, is energy efficient and is maintained to the highest standards. Responsible for efficient Procurement and Contract Management practice which complies with our contractual, legislative and regulatory requirements. |

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| **Areas of responsibility:** |
| * Deliver and monitor performance of Reactive, Void, Landscaping and Planned Maintenance services to ensure they are completed on time and within budget to comply with good data management reporting of annual regulatory returns. * Complete and monitor Stock Condition surveys to inform future investment plans. * Prepare survey reports or specifications for technical solutions * Support Option Appraisals of future Maintenance or Asset Services * Provide on-site quality control and supervision of major work projects. * Promote our values to form good working relationships and partnerships with Customers, Colleagues, Board and Partners to ensure high standards of service is maintained. |

| **Service and Technical Expectations:** |
| --- |
| * Deliver efficient maintenance services in accordance with service standards. * Take a lead role in engaging with Customers to drive service improvement. * Support the Asset Manager and contribute to Annual Budget Planning. * Responsible for performance management reporting and analysis to the Asset Manager and other key stakeholders. * Investigate and use learning from complaints to develop service or technical improvements. * Support the Asset Manager to manage and review the Risk Register. |

| **Procurement and Contract Management Duties:** |
| --- |
| * Procure work or service packages efficiently in line with policy expectations. * Monitor and evaluate service and supplier contracts to demonstrate contract compliance and value for money. * Responsible for good data management practices that support evidence-based reporting. * Contribute to Policy and Procedural reviews to ensure practices continue to comply with legislative, regulatory and good practice standards. |

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| **Team work expectations:** |
| * Participate in team activities and contribute to ideas for improvement. * Develop good communication practices with colleagues. * Liaise with external partners and contractors to reach satisfactory business or service solutions. * 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 Contracts are delivered in line with current CDM regulations. * Be mindful of safe working practices to minimise risk to self or others. * Report concerns to the Health and Safety Administrator and undertake Fire Officer responsibilities. |

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| **Behavioural Expectations** |
| * 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 and technical knowledge. * Carry out any other reasonable duty determined by Management, the Director or Board. |

**Person Specification**

**Job Title: Maintenance Officer**

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| --- | --- | --- | --- |
| Requirement | Essential | Desirable | Office Use  Evidence |
| 1. Education & Qualification | | | |
| HNC in a Building Surveying specialism or other relevant construction management qualification.  Minimum of 3 years relevant experience | ✓ |  |  |
| Membership of a relevant professional body e.g. RICS, CIOB. |  | ✓ |  |
| 1. Skills | | | |
| Excellent interpersonal and communication skills (written, verbal and leadership skills) | ✓ |  |  |
| Experience of working in a customer care environment with a proven track record in delivering excellence in customer service | ✓ |  |  |
| Ability to liaise effectively with other staff and to offer advice and support when required | ✓ |  |  |
| Strong organisation and time management skills with the ability to manage day-to-day workload with minimal supervision | ✓ |  |  |
| An effective Team Player who is capable of coping with changing circumstances and demands | ✓ |  |  |
| Competent in the use of computerised systems | ✓ |  |  |
| Experience of using Capita Housing Software |  | ✓ |  |
| Experience of producing appropriate performance monitoring information to senior staff. | ✓ |  |  |
| Ability to control and monitor budgets. | ✓ |  |  |
| Comprehensive knowledge of construction, maintenance, and repairs. | ✓ |  |  |
| Knowledge of the construction and maintenance of non-traditional build properties |  | ✓ |  |
| Knowledge of building regulation, Asbestos, Gas, and other relevant regulations | ✓ |  |  |
| 1. Knowledge | | | |
| Knowledge of relevant Health & Safety standards and processes relating to the delivery of repair and maintenance service | ✓ |  |  |
| An understanding of current procurement processes and regulations | ✓ |  |  |
| Knowledge of sustainable funding sources and successfully completing funding applications. |  | ✓ |  |
| Ability to utilise Word, Excel, and Outlook | ✓ |  |  |
| Proficiency in data gathering, monitoring, evaluation and report writing. |  | ✓ |  |
| Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community | ✓ |  |  |
| 1. Experience | | | |
| Experience and proven track record of providing a housing maintenance inspection service including producing technical specifications for works | ✓ |  |  |
| Experience of working in a Housing Association, other housing provider or similar. |  | ✓ |  |
| Experience of liaising with a variety of contractors and external agencies. | ✓ |  |  |
| Experience and proven track record in project management, effectively managing and delivering a considerable workload and working to imposed deadlines. | ✓ |  |  |
| Experience of dealing with insurance claims | ✓ |  |  |
| Experience in planning and co-ordinating the installation of Aids and Adaptations | ✓ |  |  |
| Experience in dealing with customer complaints. | ✓ |  |  |
| Appreciation of Health and Safety issues such as Covid-safety and, lone working | ✓ |  |  |
| Ability to maintain confidentiality at all times. | ✓ |  |  |

| Requirement | Essential | Desirable | Office Use  Evidence |
| --- | --- | --- | --- |
| 1. Our Core Values: matching your Skills and Abilities | | | |
| Integrity | | | |
| Strong work ethic and an ability to meet challenging targets and deadlines | ✓ |  |  |
| Committed to high standards of service delivery | ✓ |  |  |
| Accountable for actions and decisions taken. | ✓ |  |  |
| Inclusion | | | |
| Treat colleagues, tenants, and partners with respect and inclusivity. | ✓ |  |  |
| Diligence | | | |
| Motivated and committed to service improvement. | ✓ |  |  |
| Excellent Verbal and Written Communication. | ✓ |  |  |
| Presentation skills, and an ability to communicate at all levels. | ✓ |  |  |
| Excellent administrative and organisational skills | ✓ |  |  |
| Self-motivated – ability to work competently as part of a team and independently | ✓ |  |  |
| Caring | | | |
| Takes time to listen to customers and stakeholders and ensures appropriate responses are given. | ✓ |  |  |
| Committed to engaging with tenants and stakeholders. Responsive to community needs and aspirations. | ✓ |  |  |
| 1. General Requirements | | | |
| Flexibility and to occasionally 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:** | | Maintenance Officer | | | | | | | **Please return application form to:**  Shire Housing Association Ltd  Netherthird House  Cumnock  KA18 3DB  or by e-mail to  [info@shirehousing.com](mailto:info@shirehousing.com) | | | | | | |
| **Closing Date:** | | **12.00 noon on 2 July 2021** | | | | | | |
| **Interview Date:** | | **Week Commencing 12 July 2021** | | | | | | |
| **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 |
|  | | | | |  | | | | | | |  | | |  |
| **Professional Qualifications / Membership** | | | | | | | | | | | | | | | |
| Name of Professional Body | | | | | Qualification / Membership Level | | | | | | | | Date Achieved | | |
| **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** | |
| Experience and proven track record of providing a housing maintenance inspection service including producing technical specifications for works |  |
| Experience of working in a Housing Association, other housing provider or similar |  |
| Experience of liaising with a variety of contractors and external agencies |  |
| Experience and proven track record in project management, effectively managing and delivering a considerable workload and working to imposed deadlines |  |
| Experience of dealing with insurance claims |  |
| Experience in planning and co-ordinating the installation of Aids and Adaptations |  |
| Experience in dealing with customer complaints |  |
| Appreciation of Health and Safety issues such as Covid-safety and, lone working |  |
| Ability to maintain confidentiality at all times |  |
| **Knowledge** | |
| Knowledge of relevant Health & Safety standards and processes relating to the delivery of repair and maintenance service |  |
| An understanding of current procurement processes and regulations |  |
| Knowledge of sustainable funding sources and successfully completing funding applications |  |
| Knowledge and understanding of Word, Excel, and Outlook |  |
| Proficiency in data gathering, monitoring, evaluation and report writing |  |
| Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community |  |
| **Skills** | |
| Excellent interpersonal and communication skills (written, verbal and leadership skills) |  |
| Experience of working in a customer care environment with a proven track record in delivering excellence in customer service |  |
| Ability to liaise effectively with other staff and to offer advice and support when required |  |
| Strong organisation and time management skills with the ability to manage day-to-day workload with minimal supervision |  |
| An effective Team Player who is capable of coping with changing circumstances and demands |  |
| Competent in the use of Microsoft Office products |  |
| Experience of using Capita or other Housing Management Software |  |
| Experience of producing appropriate performance monitoring information to senior staff |  |
| Ability to control and monitor budgets |  |
| Comprehensive knowledge of construction, maintenance, and repairs |  |
| Knowledge of the construction and maintenance of non-traditional build properties |  |
| Knowledge of building regulation, Asbestos, Gas, and other relevant regulations |  |
| **Our Core Values: matching your Skills and Abilities** | |
| **Integrity** | |
| Strong work ethic and an ability to meet challenging targets and deadlines |  |
| Committed to high standards of service delivery |  |
| Accountable for actions and decisions taken |  |
| **Inclusion** | |
| Treat colleagues, tenants, and partners with respect and inclusivity |  |
| **Diligence** | |
| Motivated and committed to service improvement |  |
| Excellent Verbal and Written Communication |  |
| Presentation skills, and an ability to communicate at all levels |  |
| Excellent administrative and organisational skills |  |
| Self-motivated – ability to work competently as part of a team and independently. |  |
| **Caring** | |
| Takes time to listen to customers and stakeholders and ensures appropriate responses are given. |  |
| Committed to engaging with tenants and stakeholders. Responsive to community needs and aspirations |  |

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| **Additional Information** |
| Please provide any relevant information not covered elsewhere on this form, which may include other activities e.g., voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post. |
|  |
| **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: |  |

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| --- | --- |
| **Declaration** | |
| I am aware that the data will be processed in accordance with the Data Protection Act 1998, and the General Data Protection Requirements, it 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: | Maintenance Officer |

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 requirements of the Data Protection Act 1998 and General Data Protection Requirements and will not affect your application.

|  |  |  |
| --- | --- | --- |
| **Gender** | Male |  |
| Female |  |
| Transgender |  |
| Non-binary |  |
| Prefer not to say |  |
| Not listed above: |  |
| **Are you married or in a civil partnership** | Yes |  |
| No |  |
| Prefer not to say |  |
| **Age** | 16-24 |  |
| 25-34 |  |
| 35-44 |  |
| 45-54 |  |
| 55-64 |  |
| 65+ |  |
| Prefer not to say |  |
| **Do you consider yourself to have a disability or health condition?** | Yes |  |
| No |  |
| Prefer not to say |  |
| **Are you registered disabled** | Yes |  |
| No |  |
| Prefer not to say |  |
| **What is your sexual orientation** | Heterosexual |  |
| Gay |  |
| Lesbian |  |
| Bisexual |  |
| Prefer not to say |  |
| **What is your religion or belief** | Buddhist |  |
| Christian |  |
| Hindu |  |
| Jewish |  |
| Muslim |  |
| Sikh |  |
| Prefer not to say |  |
| None |  |
| Not listed above: |  |
| **Do you have caring responsibilities** | None |  |
| Primary carer of a child/children (under 18) |  |
| Primary carer of disabled child/children) |  |
| Primary carer of disabled adult (over 18) |  |
| Primary carer of older person |  |
| Secondary carer |  |
| Prefer not to say |  |

How would you describe the ethnic origin of your household?

|  |  |  |
| --- | --- | --- |
| **White** | Scottish |  |
| Other British |  |
| Irish |  |
| Gypsy/traveller |  |
| Polish |  |
| Any other white background |  |
| **Mixed or Multiple Ethnic Background** | Mixed or Multiple Ethnic Background |  |
| **Asian, Asian Scottish or Asian British** | Indian |  |
| Pakistani |  |
| Bangladeshi |  |
| Chinese |  |
| Any other Asian background |  |
| **Black, Black Scottish or Black British** | Caribbean |  |
| African |  |
| Any other Black background |  |
| **Other Ethnic Background** | Arab, Arab Scottish or Arab British |  |
| Any Other Group |  |
| **Prefer not to say** |  |  |
| **Not listed above** |  |  |

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

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