



**Operations Officer  
Recruitment Pack**

March 2016



March 2016

Dear Applicant

**Operations Officer Recruitment - How to Apply**

Thank you for your interest in this position. Enclosed within this pack is information that will assist you in completing your application.

To apply please can you:

- Provide an up-to-date CV which shows your full career history with any breaks explained – we recommend that this is no longer than three pages;
- Write a supporting statement detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this should be a maximum of two pages;
- Complete the compliance and equal opportunities monitoring form; and indicate if you cannot attend any of the interview dates.

Applications can only be considered if all the documentation is completed. Please note that it is not mandatory to complete all sections of the monitoring form. This information is requested in line with our commitment to equality and diversity and will be used for internal monitoring purposes only, and will not affect your application.

Once complete please send your application, preferably in MS Word format, by email to [recruitment@crownsimmons.org.uk](mailto:recruitment@crownsimmons.org.uk) or by post to:

Operations Officer Recruitment  
Crown Simmons Housing  
1<sup>st</sup> Floor, Aissela  
46 High Street  
Esher, Surrey  
KT10 9QY

**The deadline for applications is 12 noon Tuesday 12 April 2016.**

**Due to postal unreliability we recommend that you email your application to avoid missing the deadline. We will acknowledge your application within 2 working days of receipt.**

**Should you be shortlisted, interviews will be held during week commencing 18 April 2016**

If you have any questions, or would like to discuss the role, please contact Emma Solomons, Customer Services Director on 01372 461 445.

Yours faithfully,

**Aure Muteteli**  
Governance & HR Officer

## CONTENTS

	Page
Welcome letter from the Customer Services Director	5
About Crown Simmons Housing	6
Job Description & Person Specification	8
<i>Terms and conditions</i>	12



March 2016

Dear Applicant

**Operations Officer Recruitment**

Thank you for your interest in our Association. Crown Simmons Housing was formed on 1<sup>st</sup> August 2014 following a merger between Rosemary Simmons Memorial Housing Association and Crown Housing Association. We are a small, not-for-profit housing association based in Esher, Surrey and have approximately 800 mixed-tenure homes in management and development across Surrey, Sussex and south west London.

This is an exciting time for our organisation as we look to further extend our range of services and develop more good quality, affordable homes. As part of realising our ambitions we are looking to recruit for a permanent vacancy for an Operations Officer to join our Customer Services Team who are committed to providing excellent service to our customers, suppliers and other stakeholders.

As part of the Customer Services Team you will provide a high quality first point of contact for all our customers and other callers contacting the Association, dealing with a broad range of housing management, leasehold management, finance and repairs enquiries. You will be assisting colleagues in providing an efficient and responsive service to customers and suppliers, providing administrative support and creating and maintaining records as required. You will report to the Core Operations Manager.

Whilst housing knowledge and experience would be an advantage, they are not essential as training will be provided. Most important of all we are seeking someone with real enthusiasm and drive, a team player who is well organised, able to think on their feet and has excellent people skills.

You will also be able to get more information about our work, including the ability to download our 2015 annual report, from our website [www.crownsimmons.org.uk](http://www.crownsimmons.org.uk)

Many thanks for your interest in Crown Simmons. We look forward to receiving your application.

Yours faithfully,

A handwritten signature in black ink that reads "E Solomons".

**Emma Solomons**  
Customer Services Director

## About Crown Simmons

Crown Simmons Housing was formed by the merger of Rosemary Simmons Memorial Housing Association and Crown Housing Association on 1 August 2014.

Crown Simmons Housing is the Trading Name for Rosemary Simmons Memorial Housing Association which is a charitable industrial and provident society registered under the Co-operative & Community Benefits Societies Act 2014 (Soc no.IP15355R) and registered as a housing association by the Homes and Communities Agency (no.LH1026).

We own and manage approximately 800 properties across parts of Surrey, London and the South coast. A key driver for the merger was to offer enhanced services for residents, including a specialist team for older peoples' housing, as well as the capacity to develop and acquire around 150 new homes over the next 5 years.



We have a voluntary Board of Management which meets at least five times a year. There are two of committees which meet to consider issues in more detail: Governance & Remuneration and Audit & Risk.



In recent years we have been successful in receiving funding from the Government, via the Homes & Communities Agency, as well as from our local authority partners, to build a number of new homes.

We supplemented grant funding with private borrowing and self-funding from our reserves and completed 53 new homes between 2012 and 2014 in Thames Ditton, Esher, Byfleet,

Guildford and Egham.

We are members of the Wayfarer development consortium which comprises a number of large and small housing associations based in the South East. Wayfarer acts as the conduit for our development funding from the Government.

### Where are our properties?

Crown Simmons has properties in the boroughs of Elmbridge, Guildford, Runnymede, Kingston-upon-Thames, Islington, Sutton and Charlton. FHT has properties in the Brighton & Hove, Worthing, Woking and Adur. We also manage sheltered housing for a charity in Barnes and general need housing for another charity in Weybridge.

Most new residents are referred to us by local authorities, but we also hold a waiting list for sheltered housing applicants.

### How many staff?

Crown Simmons employs 28 staff, the majority are based in our brand new Esher office and some at our seven sheltered housing schemes. Our Leadership Team comprises a Customer Services Director and Finance & Resources Director reporting to the Chief Executive. We are a small organisation and work very closely together.

### Our Mission

*To develop a range of homes and services for the benefit of lower to middle income people who are unable to access housing through the normal market process*

### Our Vision

*To be a top performer amongst housing associations in our area of operation with a strong reputation for innovation, delivery, value for money and excellent services for customers*

In September 2014 the Board approved a Corporate Plan to develop a framework for the work of Crown Simmons Housing through to 2016; it will be reviewed this year.

The process for putting the plan together involves staff and the board setting the vision for what we want to achieve. To help us realise our vision we identified the following overall objectives:

- Delivering excellent services
- Financial viability & efficiency
- Achieving growth in homes & services
- Investing in homes through active asset management
- Becoming a stronger organisation (governance and people objectives)



### Our Values

We believe that our values can be summarised as follows:

**Innovation**  
**Delivery**  
**Customer Focus**  
**Value for Money**  
**Collaboration**

<b>JOB DESCRIPTION</b>			
<b>POSITION</b>	<b>Operations Officer</b>	<b>LOCATION</b>	Esher
<b>TEAM</b>	Customer Services	<b>LAST UPDATED</b>	February 2016
<b>REPORTING TO</b>	Core Operations Manager	<b>DIRECT REPORTS</b>	None

<b>PURPOSE OF ROLE</b>	<p>To provide a high quality first point of contact for our internal, external customers and other callers contacting the association, dealing with a broad range of housing management, leasehold management, finance and repairs enquiries.</p> <p>To assist colleagues in providing an efficient and responsive service to customers and suppliers, providing administrative support and creating and maintaining records as required.</p>
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<b>KEY ACCOUNTABILITIES</b>
<p>Customer Focus</p> <ul style="list-style-type: none"> <li>• Provide a professional and friendly service to all customers and suppliers through all contact methods.</li> <li>• Deal with and respond to customer enquiries on a range of housing management, repairs and sales and leasehold issues.</li> <li>• Carry out checks on our service, e.g. post work inspection of property services functions.</li> </ul> <p>Administration</p> <ul style="list-style-type: none"> <li>• Provide administrative support to all colleagues, as required. This will include scanning, photocopying and mail merge.</li> <li>• Maintain and update central records, including formal complaints, compliments, anti-social behaviour reports, waiting list applications and response times to correspondence. Provide performance reports as required.</li> <li>• To provide general support and cover for the Neighbourhood Managers, for example during annual leave.</li> <li>• Complete purchase invoicing tasks (purchase order creation and purchase invoice checking) and deal with supplier liaison.</li> <li>• Ensure the input of annual rent reviews are correctly carried out.</li> <li>• Allocate all income to the correct rent/service charge account.</li> <li>• Ensure banking is done as and when required.</li> </ul>



**Office Management**

- Work with office management company to comply with statutory tests, e.g. fire alarm.
- Check and order stationery as required.
- Provide facilities management support to colleagues.

**Other**

- Undertake any tasks appropriate to the nature of the post which may be requested by the Leadership Team from time to time.

**GENERAL OBLIGATIONS**

1. To ensure that maximum use is made of IT systems, supporting the development of information systems to enhance the service provided.
2. To ensure that Crown Simmons' Equality and Diversity policy is fully implemented at all times, demonstrating commitment to equality and diversity strategies and policies.
3. To take responsibility for own personal development and update knowledge and skills to perform the role at an effective level.
4. Undertake such training as is deemed necessary to improve personal performance and knowledge.
5. To maintain confidentiality of information and files in accordance with Crown Simmons' policy.
6. Carry out duties and responsibilities in accordance with the corporate Health's Health & Safety Policy and relevant Health & Safety Legislation.
7. Perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
8. Ensure that duties are undertaken with regard and compliance with the Data Protection Act and other legislation.

**PERSON SPECIFICATION**

<b>POSITION</b>	Operations Officer	<b>LOCATION</b>	Esher
<b>TEAM</b>	Customer Services	<b>LAST UPDATED</b>	February 2016

<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Education & Qualifications	English (good standard) Knowledge of IT business software such as Microsoft Office, Word & Excel and business support software	Good typing speed
Experience, Knowledge and Understanding	Experience of office admin systems  Understanding and experience of working in a customer focused environment	Awareness of the social housing sector  Experience of improving services for customers  Experience of working as part of a team and also working independently
Job Related Skills	Ability to use own initiative  Ability to work within a team  Excellent verbal and written communication skills  Excellent organisational and analytical skills  Ability to work with minimum supervision  Excellent IT skills  Ability to cope in pressurised/stressful situations  Act with tact and diplomacy  Ability to deal with confidential matters  Ability to prioritise and work to tight deadlines  Ability to carry out complex instructions  Ability to analyse data and produce written reports	

	Ability to maintain a diary Ability to keep accurate records	
Personal Skills/Qualities	Friendly and flexible approach Empathy for those facing difficult problems Work in line with the Crown Simmons' competency framework and embrace our core values: <ul style="list-style-type: none"><li>• Customer Focus</li><li>• Innovation</li><li>• Delivery</li><li>• Collaboration</li><li>• Value for Money</li></ul>	Awareness and application of health and safety issues  Full driving licence & use of a car

**Summary of Main Terms & Conditions**

Post:	Operations Officer
Contract Term:	Permanent
Location:	Esher, Surrey
Salary:	£21,000 per annum
Hours:	35 hours per week - 9am to 5pm
Holidays:	25 days from April-March plus bank holidays. Additional 1 day leave entitlement after 5 and 10 years' service. The offices will also normally be closed for the 3 days between Christmas and New Year periods. This is subject to service requirements and will be reviewed annually.
Sickness:	Statutory sick pay during probationary period. Full pay for up to 13 weeks in any year. Up to further 13 weeks half pay in exceptional circumstances.
Probationary period:	6 months
Notice period:	1 month upon satisfactory completion of probationary period
Other benefits:	Pension Scheme administered by SHPS - CARE 1/60 <sup>th</sup> scheme Childcare voucher scheme Employee Assistance Programme Learning and Development opportunities