



**Housing Services
Officer
Recruitment Pack**

September 2017



September 2017

Dear Applicant

Housing Services 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:

- Download and complete the application form;
- Ensure that you complete the relevant section of the application form with a supporting statement detailing why you are a good candidate for this position and how you fulfil the person specification. This should be no more than two sides of A4;
- Should you be shortlisted for interview, you will be required to complete a Compliance and Equal Opportunities monitoring form including details of two employment referees.
- Please advise us if you cannot attend the interview date.

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 completed please send your application form, preferably in MS Word format, by email to recruitment@crownsimmons.org.uk or by post to:

Housing Services Officer Recruitment
Crown Simmons Housing
1st Floor, Aissela
46 High Street
Esher, Surrey
KT10 9QY

The deadline for applications is 5.00 pm Friday 20 October 2017.

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 on Friday 27 October 2017.

If you have any questions, or would like to discuss the role, please contact me or Pippa Claydon, Neighbourhood Manager on 01372 461454.

Yours faithfully,

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Corporate Services Manager

Direct Line: 01372 461 453

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September 2017

Dear Applicant

Housing Services Officer Recruitment

Thank you for your interest in our Association. We own and manage just under 700 homes mainly in North Surrey and London and our origins can be traced back to 1959.

Having recently approved a new Strategic Plan for 2017-2021 and revised our Business Plan, we are looking to significantly increase our stock numbers by a further 130 homes over the next five years, to continue to provide great customer service and be a great place to work.

We are looking to appoint an enthusiastic person to assist our Team in achieving our ambitious objectives of providing the best service to our customers and developing more good quality and affordable homes. You will be committed to providing an excellent customer focused service to assist residents at an independent living scheme for older people and to help promote the scheme to the wider community.

You will report to the Neighbourhood Manager and, as part of the Customer Services Team, you will provide a high quality first point of contact for the majority of scheme-related enquiries, you will provide a high level of customer service to residents and liaise with contractors visiting Walsingham Lodge. You will also identify and provide appropriate support (not care) to assist vulnerable residents to live independently and promote a range of social activities for residents.

This is a wide and varied role and we are seeking someone who is well organised, has excellent communication skills and has lots of drive and enthusiasm in order to deliver a responsive, professional and friendly service to residents and other stakeholders at all times.

You will also be able to get more information about our work, including the ability to download our 2016 annual report, from our website 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 700 properties across parts of Surrey, London and the South coast. A key driver for the merger was to offer enhanced services for residents, as well as the capacity to develop and acquire new homes.

We have a voluntary Board of Management which meets at least six times a year. There are two 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 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.

We are currently working on plans to develop two sites in our ownership which would see the development of 39 new homes and have capacity in our Business Plan to fund up to 130 more homes over the next 5 years. We expect to go to the market this year for at least £10m of additional funding to support our growth plans.

Where are our properties?

Crown Simmons has properties in the boroughs of Elmbridge, Guildford, Runnymede, Kingston-upon-Thames, Islington, Sutton and Greenwich.

Our sister organisation, the Fellowship Houses Trust has properties in the Brighton & Hove, Worthing, Woking and Adur. We also manage sheltered housing for a charity in Barnes (the Barnes Workhouse Fund) and for another very small charity in Weybridge.

We also provide management services for organisations such as the Merchant Taylor's Company (one of the twelve City Livery Companies), and Surrey Police.

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 20 staff, the majority are based in our Esher office and some at our seven sheltered housing schemes. Our Leadership Team comprises a Customer Services Director and a Finance Director reporting to the Chief Executive. We are a small organisation and work very closely together. Some of our staff work part-time, allowing us to maximise the talent available to us.

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 with a strong reputation for innovation, delivery, value for money and excellent services for customers.

The Board recently approved a new Strategic Plan 'Better, Stronger, Smarter' for the period 2017-2021 which is published on our website.



Our Values

We believe that our values can be summarised as follows:

Value for Money
Innovation
Delivery
Customer Focus
Collaboration

JOB DESCRIPTION			
POSITION	Housing Services Officer	LOCATION	Esher/Site based
TEAM	Customer Services	LAST UPDATED	May 2017
REPORTING TO	Neighbourhood Manager	DIRECT REPORTS	None

PURPOSE OF ROLE	To oversee day to day operations at independent living schemes for older people aged 60 years and over, to provide a responsive customer focused service and to assist residents to sustain their tenancy/lease and to help promote the scheme to the wider community.
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KEY ACCOUNTABILITIES	
<ul style="list-style-type: none"> • Oversee the management, security and safety of the scheme, maintaining records which comply with internal procedures and external regulatory requirements. • Provide a housing management service to residents to support their continued independence in their own home. • Be the first point of contact for resident enquiries and also for contractors visiting the scheme, providing a high level of customer service at all times. • Undertake regular estate inspections and to deal with or report any issues that need attention, including repairs. • Facilitate regular Health & Safety checks at the scheme and document, including fire equipment, fire panel and the water system (legionella) in accordance with agreed procedures. • Monitor the work of gardening, cleaning and other contractors to ensure a high standard in line with contract specifications and resident expectations. • Deal directly with contractors to resolve issues, as they arise. • Maintain professional boundaries with residents, contractors and others at all times. • Keep clear and accurate records about residents and the scheme in general. Ensure tenancy details are recorded correctly on Housing management system. • Develop initiatives in the wider community which promote social, economic or environmental benefits for our residents and/or other local people. • Maximise the opportunities for meaningful residential involvement in the delivery and management of housing services to ensure the association provides a customer focused service which meets the needs and aspirations of older people. • Assist in the promotion of properties for sale/rent, for example showing prospective new residents around the scheme. 	

- Carry out pre-void and void inspections and send report to our repairs partners. Work with the Neighbourhood Manager to develop an action plan to address hard to let voids.
- Consider applications from people wishing to move into the scheme, assessing their ability to meet relevant qualifying criteria and their overall suitability for accommodation at the scheme. Work with the Neighbourhood Manager on decision making on tenancy offers.
- Ensure the efficient allocation of all vacancies arising. Meet applicants and nominees for housing to assess their needs. Offer properties; sign up new tenants and inform new tenants and owner-occupiers of the obligations of landlords and tenants, the requirements of the tenancy agreement or lease, the procedures for paying rents and service charges and how to report repairs.
- Address low level arrears with residents, in collaboration with Neighbourhood Managers. Provide advice and support to residents having difficulty with paying their service charge/rent, working with the Neighbourhood Manager to help deal with any debt issues.
- Be aware of scheme expenditure and of the implications that any changes to services or maintenance works may have on residents' service charges.
- Ensure suitable arrangements are in place for the booking and upkeep of the guest bedrooms (if applicable) for use by visiting friends and family members of residents.
- Drive the Gunters Mead mini-bus (if applicable).
- Liaise with outside agencies to enable residents to maximise their income through welfare benefits and other financial assistance.
- Lead on low-level anti-social behaviour/complaints ensuring database is updated. Liaise with Neighbourhood Manager for next stage of ASB/complaints procedure if necessary.
- Deal sensitively, but pro-actively, with any possible concerns raised about the health or welfare of residents or their continued ability to live independently liaising with family members and outside agencies, as appropriate.
- Provide advice and information to residents about aids and adaptations and Telecare services, liaising with colleagues and outside agencies as regards any requests received.
- Research, design and implement new housing strategies, policy and procedures, in conjunction with the Neighbourhood Managers and Customer Services Director.

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, with support from the Neighbourhood Manager 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 & 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

POSTION	Housing Services Officer	LAST UPDATED	May 2017
TEAM	Customer Services	LOCATION	Esher/Site based

QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications	English (good standard) Knowledge of IT business software such as Microsoft Office, Word & Excel Literate and numerate to a good standard to GCSE, O Level or equivalent	Educated to A Level standard or equivalent
Experience, Knowledge and Understanding	Knowledge and understanding of the needs of older people Excellent understanding of customer care and experience of working in a customer focused environment Experience of promoting and supporting resident engagement	Knowledge and experience of social housing sector Knowledge and experience of the Quality Assessment Framework for older peoples support Knowledge of the

		<p>benefits of Telecare technology for older people</p> <p>Knowledge of working with leaseholders</p>
Job Related Skills	<p>Excellent verbal and written communication skills</p> <p>Ability to use own initiative</p> <p>Ability to work within a team</p> <p>Excellent organisational skills</p> <p>Ability to work with minimum supervision</p> <p>Ability to cope in pressurised/stressful situations</p> <p>Ability to act with tact and diplomacy</p> <p>Ability to deal with confidential matters</p> <p>Ability to maintain professional boundaries</p> <p>Ability to prioritise and work to tight deadlines</p> <p>Ability to maintain a diary</p> <p>Ability to keep accurate records</p>	
Personal Skills/Qualities	<p>A full driving licence and use of a car (where required)</p> <p>Friendly and approachable</p> <p>Empathy with and appreciation of the needs of older people</p> <p>Reliable and trustworthy</p> <p>Awareness and application of health and safety issues</p> <p>Work in line with the Crown Simmons' competency framework and embrace our core values:</p> <ul style="list-style-type: none"> • Customer Focus • Innovation • Delivery • Collaboration • Value for Money 	<p>Ability to attend meetings and events sometimes outside of normal office hours</p>



Summary of Main Terms & Conditions

Post:	Housing Services Officer
Contract Term:	Permanent
Location:	Walsingham Lodge, Barnes
Salary:	£14,165 (£24,789 full time equivalent)
Hours:	20 hours per week (working pattern to be agreed)
Holidays:	25 days from April-March plus bank holidays. Additional 1 day leave entitlement after 3, 4 & 5 years' service (totalling 3 additional leave days applied on a pro rata basis for part-timer staff). 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 12 weeks in any year in line with length of service. Up to further 12 weeks half pay in exceptional circumstances.
Probationary period:	6 months
Notice period:	1 month upon satisfactory completion of probationary period
Other benefits:	Defined Contribution Pension Scheme administered by SHPS Childcare voucher scheme Employee Assistance Programme Learning and Development opportunities