

Recruitment Pack



CCS Planner Scheduler



Permanent
40 hrs per week



£25,610 – £28,043 per annum



Based at Workington



Contents

- Our Organisation
- Our Team
- Office Locations
- Letter from CCS Business Manager
- Role Profile
- Terms and Conditions
- Application Process
- Recruitment Timetable
- Appendix 1 – Recruitment Advertisement



Our Organisation

Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 260 staff, and own and manage more than 7,000 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,
Development Officer**

I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.



**Olivia Day, Lettings &
Neighbourhoods Officer**

The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.



**Chris Clarke, Property
Surveyor**

I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.

Staff Survey Results- May 2023

99%

I am committed to the success of CCHA

92%

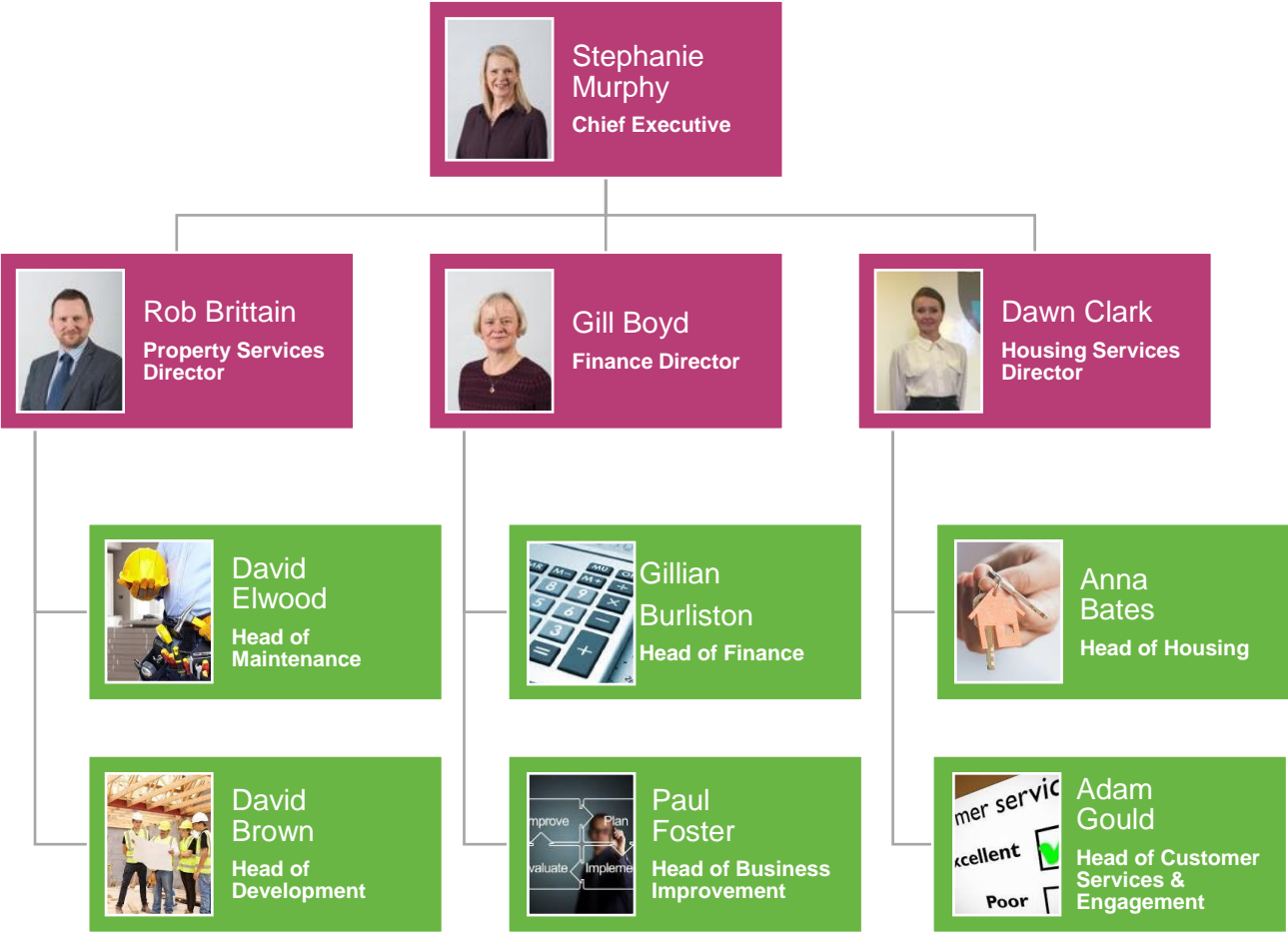
I feel proud to work for this organisation

91%

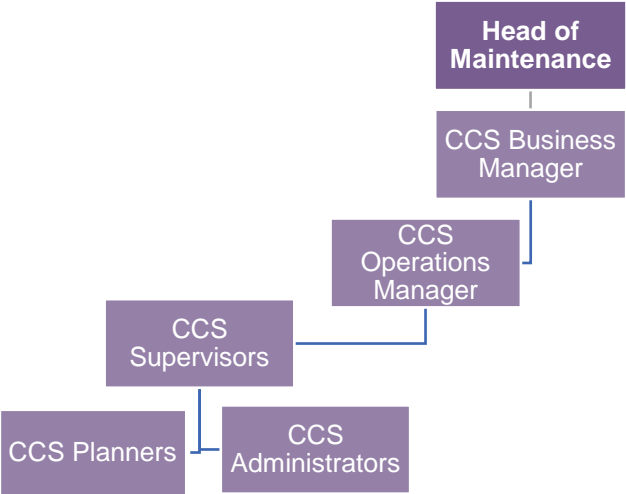
I think CCHA is a good place to work

Our Team

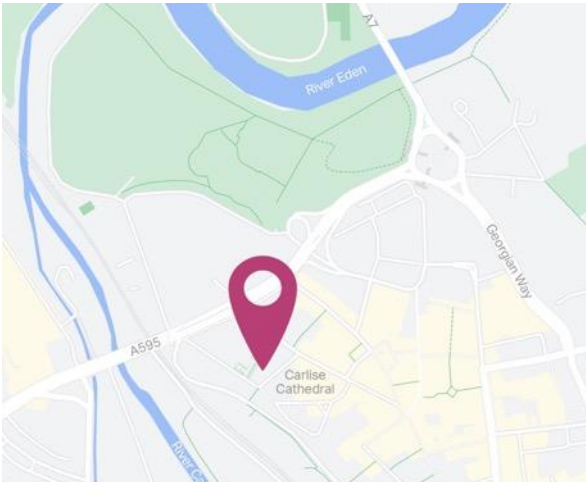
Organisational Overview



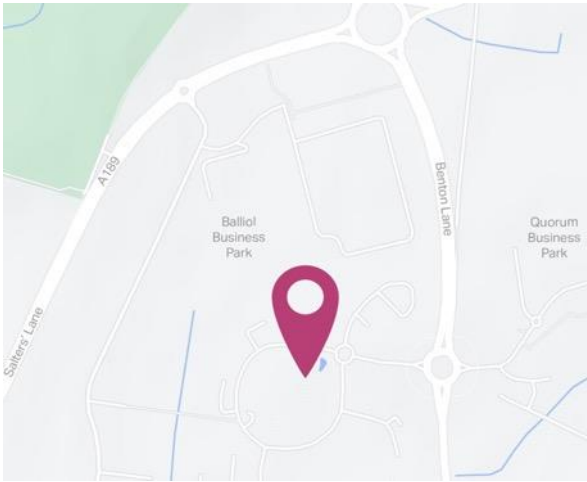
CCS Team Overview



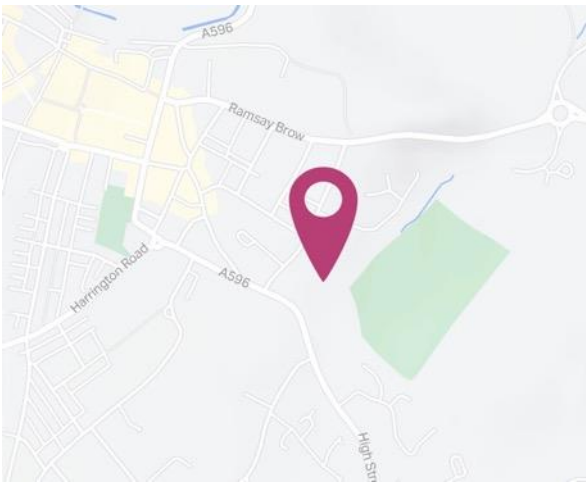
Office Locations



5 Paternoster Row, Carlisle
CA3 8TT



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



Stoneleigh, Park End Rd, Workington
CA14 4DN

This role is
based here

Letter from CCS Business Manager

Role CCS Planner Scheduler

Dear Applicant

Thank you for your interest in the CCS Planner Scheduler position with Castles & Coasts Housing Association (CCHA).

CCHA own and manage 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 using our strength and efficiency to meet housing service needs.

Castles & Coasts Services (CCS) is the in-house team that deliver a range of services to CCHA properties and estates. These include responsive and void repairs, electrical servicing, various compliance checks and associated works, grounds maintenance and communal area cleaning. The team currently has over 70 members, with a wide range of skills and experience.

Due to the expansion of the services, we deliver in-house, we are looking for an additional Planner Scheduler to join our existing team.

As a Planner Scheduler in the CCS Team, you would be part of a professional and customer focused team with responsibilities to provide an excellent responsive repair and void maintenance service.

Please read through this Recruitment Pack to find out more about the role, its terms and conditions and the recruitment timetable. Our website will provide you with detailed information about our vision, key objectives and core values.

To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website. The closing date for applications is Wednesday 8th November 2023.

Applications are treated in the strictest confidence; for information of CCHA's Privacy Policy, please access the following webpage <http://castlesandcoasts.co.uk/privacy>.

I look forward to reading your application.

Yours sincerely

Brett Carson
CCS Business Manager

Role Profile

Job Description

Job Title: CCS Planner Scheduler
Responsible to: CCS Operations Manager

Purpose of Job:

- To efficiently and effectively plan and schedule resources to enable the team to conduct repairs and maintenance activities safely, minimising downtime, and maximising productivity and customer satisfaction.
- To liaise with residents, arranging mutually convenient appointments for repairs, accurately diagnosing the works required, and to provide them with updates.

Key Responsibilities:

- Ensure skilled works to properties are delivered by the most appropriate trades person, within Key Performance Indicators (KPI).
- Day to day planning of all resources and works in the designated area or workstream.
- Monitor appointments and attendance, to ensure works are completed within agreed parameters.
- Liaise with the CCHA Customer Services Team, to ensure the optimum service is provided to residents.
- Ensure the costs (time and materials) of all works completed are accurately recorded on IT systems.
- Ensure that all relevant documentation is available and stored within IT systems, to enable the works to be conducted and support the timely financial completion of completed works.
- Prioritise customer service by responding effectively to customer enquiries, arranging appointments and providing updates on works.
- Accurately diagnose works required by telephone, photograph or video call.
- Develop safe, effective and efficient work control plans, defining parts, materials and skills required.

Role Profile

Job Description

- Manage the attendance of third-party contractors to ensure they undertake works to the agreed standards, within budget and KPI targets.
- Order materials, tools and equipment, in accordance with company procedures.
- Utilise IT systems to continuously monitor performance, keeping supervisors and managers apprised of risks and potential concerns.
- Respond to queries on works in progress and completed works, providing supporting evidence, where required, within agreed timescales.
- Monitor that required processes, procedures, training, registers and equipment are in place and regularly audited.
- Promote a positive health and safety culture in all areas of operations.
- Promote a right first time and customer care culture in all areas of operations.
- Promote a culture of continuous improvement to support value for money.

Generic:

- Work collaboratively with colleagues to meet the needs and priorities of the CCS Team and CCHA.
- Seek best value and facilitate continuous performance improvement within CCS and the Association.
- 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.
- Contribute positively to the marketing of the Association's values and objectives.
- Comply with CCHA's Financial Standing Orders and Code of Conduct.
- Comply with the requirements of external regulators.
- Carry out such other duties, as may reasonably be required, from time to time.

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">• 5 GCSEs A*- C, (or equivalent) including English Language and Maths	<ul style="list-style-type: none">• NVQ Level 3 in Business Administration• CSCS card• Health & Safety certified training
Experience, Knowledge, Understanding	<ul style="list-style-type: none">• Experience of working within cyclical, planned and/or responsive maintenance programmes• Committed to excellence in Health & Safety	<ul style="list-style-type: none">• Experience as a Planner/Scheduler of maintenance works• Work within a social landlord or similar• Familiarity with National Housing Federation (NHF) Schedule of Rates (SORs) and job costing• Experience of training apprentices
Technical & Professional Skills	<ul style="list-style-type: none">• Use of bespoke IT systems, especially mobile working and job control software• Ability to diagnose repairs• Computer literacy, with good knowledge of Microsoft Office packages	<ul style="list-style-type: none">• Use of Dynamic Resource Scheduling systems• Experience of KPI reporting
Integrity	<ul style="list-style-type: none">• Accountable for own work and decisions• Works with openness and honesty• Demonstrates the Association's values and expected behaviours in their work	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Customer Focus	<ul style="list-style-type: none">Shows customer focus in all activitiesDemonstrates a 'can-do' attitude to providing servicesShows awareness of the commitment to value for money	
Team Working	<ul style="list-style-type: none">Shows ownership for the team's priorities and actionsWorks with colleagues to develop ideas and solutionsShows consideration of wider organisational needs in their work	
Relationship Building	<ul style="list-style-type: none">Shows respect and consideration for othersBuilds positive relationshipsHelps to resolve conflicts and achieve positive outcomes	
Communication	<ul style="list-style-type: none">Writes clearly and conciselySpeaks clearly and confidentlyListens to and is open to the views of others	
Adaptability	<ul style="list-style-type: none">Anticipates and adapts flexibly to changing circumstancesGenerates innovative ideas and solutionsShows resilience to see things through	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Performance	<ul style="list-style-type: none">• Maintains focus on key performance priorities• Committed to improving services• Reviews and reassesses own work and priorities	
Developing	<ul style="list-style-type: none">• Evaluates own performance• Self-aware and shows learning from feedback and experiences• Takes action to develop self	
Leadership	<ul style="list-style-type: none">• Inspires colleagues to achieve goals• Passionate about the aims of the organisation	



Terms and Conditions

The remuneration for the **Planner Scheduler** role is:

£25,610 – £28,043 per annum + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 40 per week (full time)• Flexible working patterns available between 8.00am - 6.00pm weekdays
Pension	<ul style="list-style-type: none">• SHPS Defined Contribution Scheme• Employer contributions up to 8%• Life Assurance (4x annual salary)
Annual leave	<ul style="list-style-type: none">• 22 days per year plus bank holidays• Increasing up to 25 days with six years' service
Additional benefits	<ul style="list-style-type: none">• Company Sick Pay Scheme• Family friendly policies with company pay schemes• Induction programme and ongoing personal development• Staff equipped for agile working• Corporate Performance Bonus scheme• Staff Savings Scheme• Simply Health Plan (after 3 years' service)• Discounted gym membership (part of Simply Health)• Employee Assistance Programme (less than 3 years' service)• Long Service Awards• Staff Forum• Cycle to Work Scheme

Additional information about Castles & Coasts Housing Association is available on our website: www.castlesandcoasts.co.uk

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Thursday 19 th October 2023
Closing date for applications	Wednesday 8 th November 2023
Interviews to be held	By appointment from week commencing Monday 13 th November 2023
Starting Date	Immediately upon receipt of satisfactory references and subject to notice period

How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CVs for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.



Criminal Record Check

Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post, and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Appendix 1

Recruitment Advertisement

CCS Planner Scheduler

- **Workington**
- **40 hours per week**
- **Permanent**
- **£25,610 – £28,043 + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a permanent full time (40 hours per week) CCS Planner Scheduler, based in Workington, with a salary of £25,610 - £28,043 per annum.

If you are looking for an exciting new role, this is a great opportunity to join the Castles & Coasts Services (CCS) Team at CCHA. CCS is our in-house team, which delivers a range of services to our properties and estates. These include responsive and void repairs, electrical servicing, compliance checks and associated works, grounds maintenance and communal area cleaning.

As a CCS Planner Scheduler, you will be part of a professional and customer focused team and will have responsibility for providing an efficient and effective service to all our customers. If you have experience of planning and scheduling resources to conduct repairs and maintenance activities, ideally in a social housing environment, we would like to hear from you.

CCHA owns and manages more than 7,000 homes across the North of England in 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. We are committed to providing excellent services to our customers.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.

Closing date for applications: Wednesday 8th November 2023.

Interviews to be held at our Workington Office.



**Better Health
at Work Award**
Bronze Award



Castles & Coasts Housing Association

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

Call: 0800 085 1171

www.castlesandcoasts.co.uk

