

Recruitment Pack



Property Surveyor (Assets)



Permanent
36.25 hrs per week



£32,532– £34,995 per annum
(FTE based on 36.25 HPW)



Hybrid working – mixture of home and
office working, with a work base of
Carlisle, Newcastle, Workington offices



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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 270 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- October 2023

100%

I am committed to the success of CCHA

92%

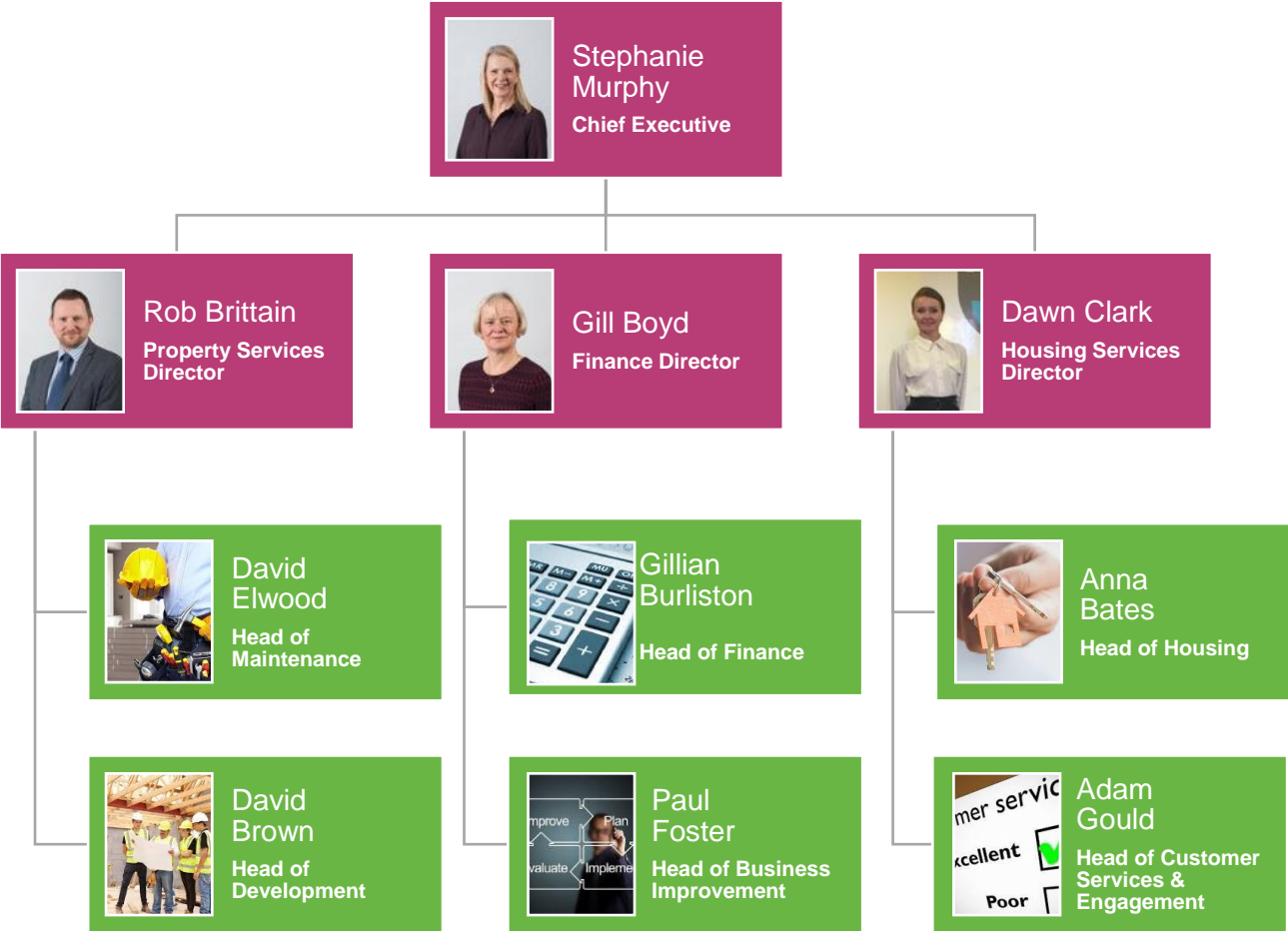
I feel proud to work for this organisation

95%

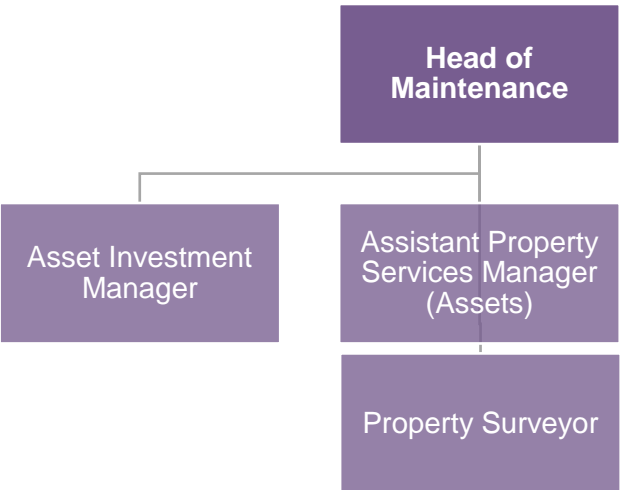
I think CCHA is a good place to work

Our Team

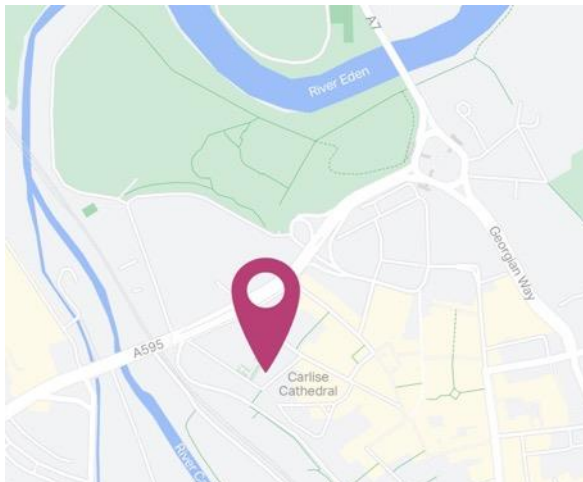
Organisational Overview



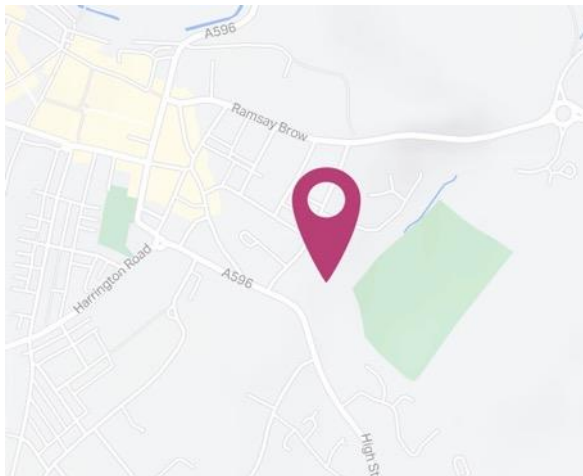
Property Services Overview



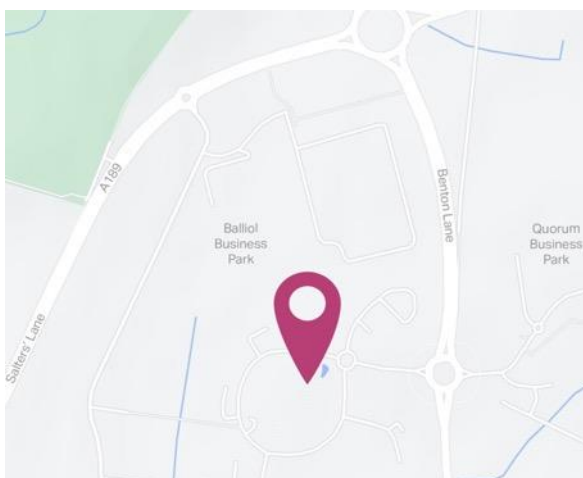
Office Locations



5 Paternoster Row, Carlisle
CA3 8TT



Stoneleigh, Park End Rd, Workington
CA14 4DN



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

Hybrid working –
mixture of home
and office
working, with a
work base of
Carlisle,
Newcastle,
Workington
offices

Letter from Asset Investment Manager

Role Property Surveyor (Assets)

Dear Applicant

Thank you for your interest in the Property Surveyor (Assets) role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours) on a Permanent basis at a salary of £32,532 - £34,995 per annum and can be based in Carlisle, Newcastle or Workington.

This is an exciting time to become a member of our team as CCHA continues to grow and deliver the best possible services to our customers. Our Property Surveyor (Assets) will be part of a professional and customer focused team with responsibilities for providing an excellent planned maintenance works service, through the planning, delivery and recording of relevant works. Committed to continual improvement, ensuring our homes are energy efficient and affordable places to live, we are looking for candidates with knowledge of the energy performance criteria of domestic buildings and a desire to ensure customer satisfaction.

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.

Please read through this recruitment pack to find out more about the role, its terms and conditions, and the recruitment timetable.

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 Friday 26th January 2024. Interviews will be held via TEAMS on Tuesday 13th February 2024.

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage [CCHA Privacy Notice for employees, job applicants and Board Members](#)

If you have any questions about the role, please contact me for an informal conversation on 07776 255096.

I look forward to reading your application.

Yours sincerely

Adrian Sampson
Asset Investment Manager

Role Profile

Job Description

Job Title: Property Surveyor (Assets)
Responsible to: Stock Condition and Sustainability Manager

Purpose of Job:

- Contribute to delivering, maintaining and managing effective Stock Condition and Energy Performance, including the collection and analysis of Stock Survey and RdSAP Energy Data.
- Provide appropriate technical expertise to assist in the planning & delivery of proactive maintenance to all stock, to meet regulatory requirements and resident aspirations, including improvements to kitchens, bathrooms, & heating to improve energy performance.
- Assisting in developing an efficient asset management service for leasehold properties working with other team members in the Property Services and in the Housing Leasehold Team.

Key Responsibilities:

- Deliver planned and cyclical maintenance projects which meet the Association's targets, KPIs and within budgets.
- Enable accurate planning and procurement by maintaining the Stock Condition database
- Ensure the company when planning works programs obtain the maximum benefit for Decent Homes and HHSRS
- Working knowledge of Leasehold service charges and the Section 20 process
- Assist the team with the identification of non-performing assets
- Carry out property inspections to diagnose defects/repairs problems and determine remedial works
- Has a good understanding of Health and Safety in the construction industry and the workplace ensuring all staff and contractors work to the legislative requirements
- Has a good understanding of CDM in the construction industry ensuring all contracts are ran to the requirements of CDM appointing the appropriate Designer and Principal contractor
- Assess compensation arising through works carried out
- Provide advice to residents on property/repair matters
- Check and authorise invoices for works
- Provide technical advice and assistance to colleagues
- Ensure effective consultation with customers in all aspects of Property Services work
- Undertake internal and external negotiations to progress projects
- Deliver programme targets by monitoring the performance of consultants and contractors through Key Performance Indicators
- Manage and monitor projects to mitigate delays and additional costs
- Prepare, execute and manage detailed specifications, schedules of work and tender/contract documentation or manage consultants to deliver same

Role Profile

Job Description

- Ensure adequate project/scheme records, preparing monitoring reports as required
- Deal with property related, or contract related insurance claims promptly and effectively
- Represent and promote the work of the Association, attending meetings out of hours as necessary
- Report on Property Services activities and contribute to the development of policies and procedures
- Respond effectively to requests or complaints relating to Property Services matters
- Promote a positive health & safety culture in all areas of operations
- Respond to out of hours emergencies as necessary
- Deliver programme targets by monitoring the performance of all stock, through Key Performance Indicators (Decent Homes, Energy Efficiency Improvement etc.)
- Ensure adequate projects/scheme records of maintenance are provided, preparing monitoring reports, as required, to facilitate updating of all stock condition data
- Maintain accurate data on IT systems, preparing monitoring reports, as required, for inclusion in Board and Committee reports, within agreed timescales
- Implement and update Building Information Modelling (BIM) models and scheme mapping plans to facilitate the accurate estimating of future expenditure and schematic drawings for use by other teams

Generic:

- Work collaboratively with colleagues to meet the needs and priorities of the Property Services Team
- Seek best value and facilitate continuous performance improvement within the team 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
- To 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">• HNC or Degree in Construction/ Building Surveying or similar relevant vocational qualification	
Experience, Knowledge, Understanding	<ul style="list-style-type: none">• Managing contractor performance• Budget management experience• Working knowledge of Health and Safety within the construction industry	<ul style="list-style-type: none">• Experience of working for a Registered Social Landlord or similar• Experience of cyclical & planned maintenance• Knowledge of Building Regulations, Planning & other relevant legislation• Knowledge of Energy Performance Certificates (EPC) & Reduced data Standard Assessment Procedure (RdSAP)• Working knowledge of Section 20 Leaseholder consultation• Familiarity with social housing statutory requirements / guidance such as Decent Homes and HHSRS
Technical & Professional Skills	<ul style="list-style-type: none">• Building surveying skills to conduct robust property inspections• Strong technical knowledge of property maintenance to advise and guide others	<ul style="list-style-type: none">• Use of bespoke IT systems, especially Revit and AutoCAD• Able to manage and analyse stock data systems

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Integrity	<ul style="list-style-type: none">Accountable for own work and decisionsWorks with openness and honestyDemonstrates the Association's values and expected behaviours in their work	
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	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Adaptability	<ul style="list-style-type: none">• Anticipates and adapts flexibly to changing circumstances• Generates innovative ideas and solutions• Shows resilience to see things through	
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	
Other (Only if applicable)	<ul style="list-style-type: none">• Able to travel throughout the area of operations	



Terms and Conditions

The remuneration for the Property Surveyor (Assets) (permanent) role is:

£32,532- £34,995 per annum (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 36.25 hours per week (full time)• Flexitime scheme in place
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">• 25 days per year plus bank holidays• Increasing up to 30 days with five years' service
Additional benefits	<ul style="list-style-type: none">• Hybrid Working Practices• Induction programme and ongoing personal development• Discretionary 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• Company Sick Pay Scheme• Family friendly policies with company pay schemes

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

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Friday 5 th January 2024
Closing date for applications	Friday 26 th January 2024
Shortlisting applications	29 th January – 02 nd February 2024
Interviews	Tuesday 13 th February 2024
Starting Date	Immediately upon receipt of satisfactory pre-employment checks and subject to notice period

Candidates must inform us as soon as they can if they are not available for interview on 13th February 2024 by emailing recruitment@castlesandcoasts.co.uk

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 CV's 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.

If you need any more information about the position prior to applying, please contact Adrian Sampson, Asset Investment Manager on 07776 255096, alternatively you can email Adrian.sampson@castlesandcoasts.co.uk.

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

Property Surveyor (Assets)

- **Based in Carlisle, Newcastle or Workington**
- **36.25 hours per week - Permanent**
- **£32,532 - £34,995 per annum + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a permanent, full time (36.25 hours per week) Property Surveyor (Assets), based in Carlisle, Newcastle or Workington with a salary of **£32,532 - £34,995 per annum**.

If you are looking for an exciting new role, this is a great opportunity to join the Asset Investment Team, part of the Property Services Department at CCHA.

As a Property Surveyor (Assets) you will contribute to a first class Asset Management & Delivery Service, through the planning, delivery and recording of planned maintenance works. You will be committed to continual improvement, ensuring our homes are energy efficient and affordable places to live.

The successful candidate will be able to demonstrate skills and experience that includes:

- HNC or Degree in Construction/Building Surveying or similar relevant vocational qualification
- Knowledge of the energy performance criteria of domestic buildings and a desire to ensure customer satisfaction.
- Strong technical knowledge of property maintenance to advise and guide others

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: Friday 26th January 2024

Interviews to be Held: Tuesday 13th February 2024 via TEAMS



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

