

Recruitment Pack



Multi-Skilled Trade Operatives (Electricians, Joiners, Plumbers, Plasterers)



Permanent
40 hrs per week



Salary – Up to £34,682 per annum (Dependent on Core Trade Skill) + Additional for Overtime, Stand-By, Call Outs. Company Vehicle, Tools, Uniform, PPE Provided + Generous Benefits Scheme.



Mobile Worker, Based in Workington, Carlisle or Penrith areas in Cumbria



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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



Olivia Day, Lettings & Neighbourhoods Officer



Chris Clarke, Property Surveyor

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

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

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%

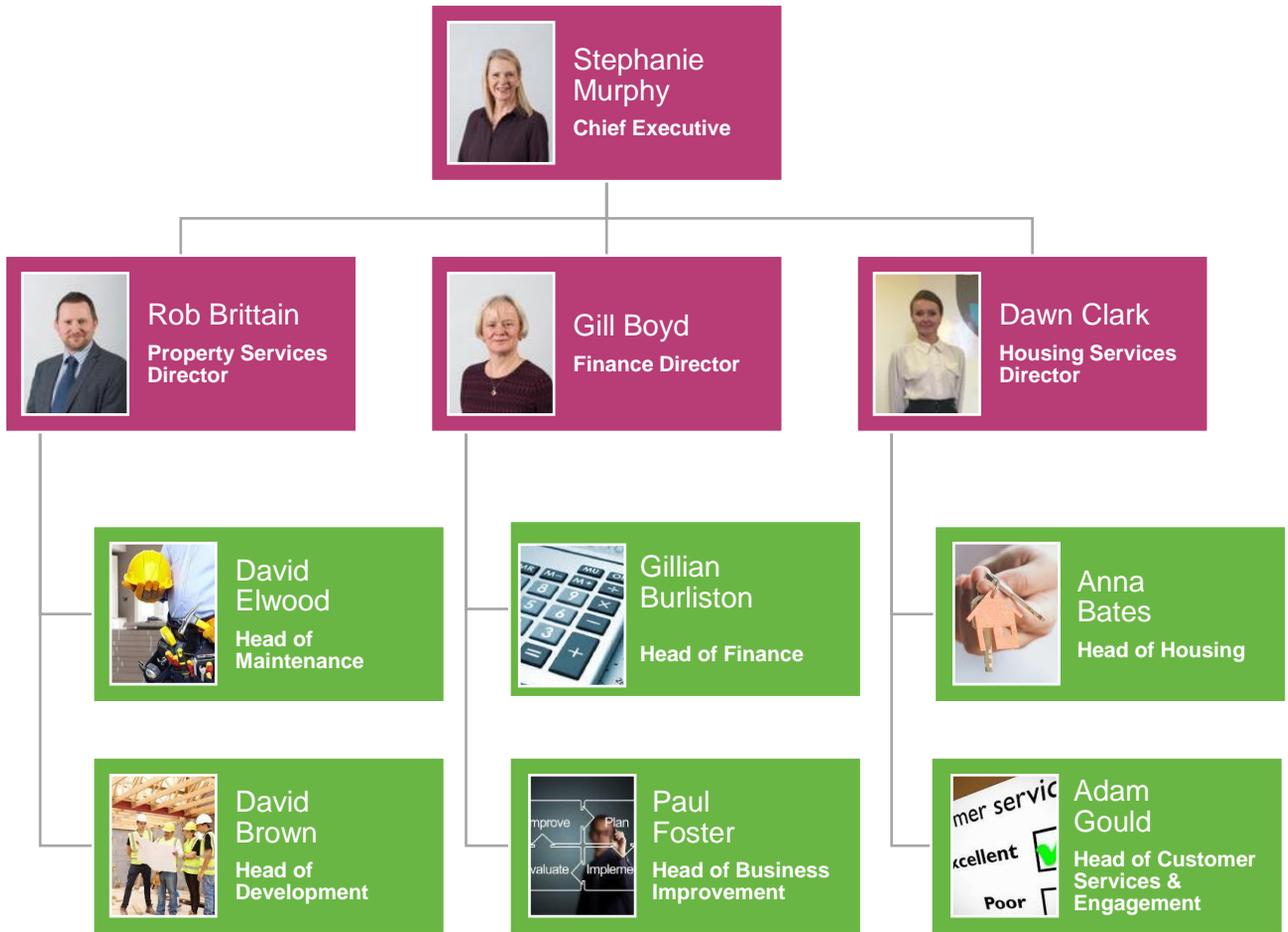
I feel proud to work for this organisation

95%

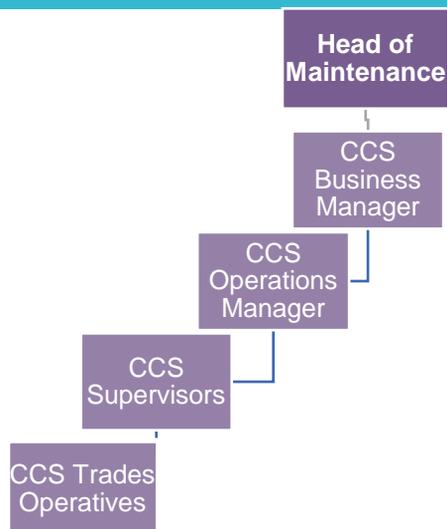
I think CCHA is a good place to work

Our Team

Organisational Overview



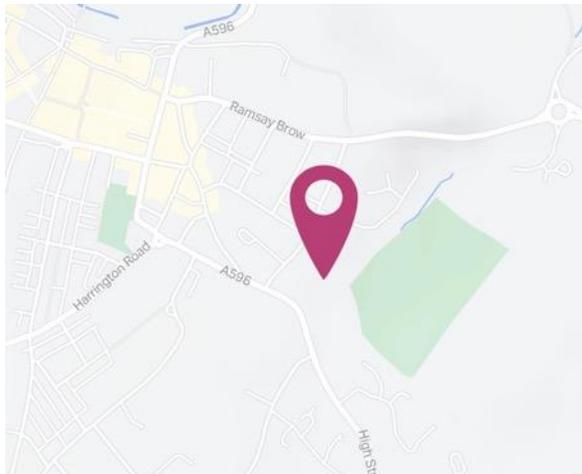
CCS Team Overview



Office Locations



5 Paternoster Row, Carlisle
CA3 8TT



Stoneleigh, Park End Rd, Workington
CA14 4DN



This is a mobile working role

Letter from Brett Carson

Multi-Skilled Trades Operatives

Dear Applicant

Thank you for your interest in the Multi-Skilled Trades positions 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, various compliance checks and associated works, grounds maintenance and communal area cleaning. The team currently has over 90 members, with a wide range of skills and experience.

Due to the expansion of the services we deliver in-house, we are looking for additional Multi-Skilled Trades people, to join our existing team.

If you are a qualified Electrician, Joiner, Plumber or Plasterer with sufficient competencies in another trade, and have experience of delivering a range of high-quality works to tenanted and vacant residential properties, we would like to hear from you.

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 click the apply button on the vacancy listing on our website and submit your CV. The closing date for applications is on appointment of successful candidate.

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

I look forward to reading your application.

Yours sincerely

Brett Carson
CCS Business Manager

Role Profile

Job Description

Job Title: Multi-Skilled Trades Operative

Responsible to: Castles and Coasts Services Supervisor

Purpose of Job:

- To deliver works to tenanted and void properties, ensuring that your works are completed on time, to a high standard and within financial targets.
- To ensure that you and your colleagues work to the highest standards of health and safety, with professionalism and consideration towards residents and their homes.
- To contribute to the delivery of CCHA's compliance programme and provide appropriate technical expertise to ensure an effective and pro-active maintenance service.

Key Responsibilities:

- Ensure skilled works to tenanted and void properties are delivered in line with agreed quality standards and within Key Performance Indicators (KPI).
- Identify and undertake all core trade works and carry out basic non-core trade works to CCHA properties.
- Accurately record works completed and materials used.
- Undertake planned and responsive visits, completing PPM tasks, inspections and minor repairs.
- Evaluate work requirements in conjunction with others, as required, to ensure a coordinated and compliant approach to all work undertaken.
- Manage the attendance of 3rd party contractors to ensure they undertake works to the agreed standards, within budgeted and KPI targets and conduct quality audits.
- Ordering and maintenance of materials, tools and equipment, in accordance with company procedures.
- Ensure that all necessary processes, procedures, training, registers and equipment is 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.
- Respond promptly to emergency job requests, undertaking repairs as quickly and efficiently as possible.
- Report where capital purchases are needed as equipment is at the end of its life.
- Undertake surveys and reports as requested and, where applicable, maintain asset registers.
- Be proactive in reporting faults to equipment, properties and fittings.
- Respond effectively to requests or complaints relating to Property Services matters.
- Provide an Out of Hours response to emergency jobs, on a rota basis.
- As you will be a mobile employee, and possibly working away from an office base, you will need to have the ability to self-manage and be self-motivated, whilst using your initiative to prioritise tasks effectively.

Role Profile

Job Description

Generic:

- Work collaboratively with colleagues to meet the needs and priorities of the CCS Team.
- Seek best value and facilitate continuous performance improvement within the department 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">NVQ L2, or equivalent, in any Trades Skill (Electrician, Joiner, Plumber, Plasterer)	<ul style="list-style-type: none">NVQ L3 in your core trade skill or, L2, or equivalent, in any other Trades Skill (Electrician, Joiner, Plumber, Plasterer)
Experience, Knowledge, Understanding	<ul style="list-style-type: none">Experience in delivering tenanted and void property repairs for a Registered Social Landlord or similarCommitted to excellence in health and safetyCompetent in carrying out repairs in a multi-trade roleExperience in working alongside other trades and sub-contractorsUnderstanding of the principles of customer care	<ul style="list-style-type: none">Experience in training apprenticesCSCS Card (Trade Specific)
Technical & Professional Skills	<ul style="list-style-type: none">Use of bespoke IT systems, especially mobile working and job control softwareWorks well under pressure	<ul style="list-style-type: none">Computer literate, with good knowledge of Microsoft Office packages
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	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Team Working	<ul style="list-style-type: none">• Shows ownership for the team's priorities and actions• Works with colleagues to develop ideas and solutions• Shows consideration of wider organisational needs in their work	
Relationship Building	<ul style="list-style-type: none">• Shows respect and consideration for others• Builds positive relationships• Helps to resolve conflicts and achieve positive outcomes	
Communication	<ul style="list-style-type: none">• Writes clearly and concisely• Speaks clearly and confidently• Listens to and is open to the views of others	
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	

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	
Other	<ul style="list-style-type: none">• Full and valid UK driving licence• Able to travel throughout the area of operations• Flexible in working hours	



Terms and Conditions

The remuneration for the Multi-Skilled Trades Operative (permanent) roles are:

- Electrician £34,682
- Joiner £32,515
- Plumber £31,381
- Plasterer £30,850
- Additional for overtime, stand-by and call outs.

TYPE	DETAILS
Location	<ul style="list-style-type: none">• Mobile working (Vehicle + Fuel Card Provided)• Operating in Allerdale, Carlisle or Eden District of Cumbria.
Hours	<ul style="list-style-type: none">• 40 hours per week (full time)• Flexible working patterns available between 8.00am - 6.00pm weekdays and 8am - 1pm on Saturdays
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 rising to 25 after 6 years' service plus bank holidays
Additional benefits	<ul style="list-style-type: none">• Overtime Payments, Call Out and Stand-By Payments• 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• 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 April 2024
Closing date for applications	On appointment of successful candidate(s)
Interviews to be held	By appointment from week commencing 22 nd April 2024
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 now accepting CV's and covering letters for this role; please ensure you fully complete the application process. To give yourself the best chance of being selected for interview you should be as thorough as possible with your CV to include your employment history and your skills and qualifications.

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

Multi-Skilled Trades Operatives (Electricians, Joiners, Plumbers, Plasterers) Mobile Worker, Based in Workington, Carlisle or Penrith areas in Cumbria

- Full Time (40 hours per week)
- Permanent
- Up to £34,682 (Depending on Core Trade) + Overtime, Call Outs, Stand-By Payments & Generous Benefits Package
- All Power Tools, Hand Tools, Equipment, Uniform and PPE provided
- Company Vehicle

Castles & Coasts Housing Association (CCHA) is currently looking to recruit multi-skilled Trades Operatives, which are permanent, full time (40 hours per week) roles.

If you are looking for an exciting new role then this is a great opportunity to join the Castles & Coasts Services (CCS) Team at CCHA. CCS is the in-house team that deliver a range of services to our properties and estates, including:

- responsive and void repairs,
- electrical servicing, plumbing, joinery, plastering and tiling, painting and decorating
- compliance checks and associated works.

Due to the expansion of the services we deliver, we are looking for additional Multi-Skilled Trades Operatives to join our existing team.

We would like to hear from you if, you demonstrate customer focus at the core of all decisions and activities and have experience that includes:

- NVQ L2 or above or equivalent in your core skill, any additional qualifications in other trades is a bonus but not a necessity.
- delivering a range of high-quality works to tenanted and vacant residential properties
- carrying out repairs in a multi-trade role
- use of bespoke IT systems, especially mobile working and job control software

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, please click the apply button on the vacancy listing on our website.

Closing date for applications: On appointment of successful candidate(s)

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

