

## Recruitment Pack



### IT Operations Technician



Permanent  
36.25 hrs per week



£30,680 - £33,769 per annum  
(FTE based on 36.25 HPW)



Based at Carlisle or Workington (hybrid working available)



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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 is developing 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%**

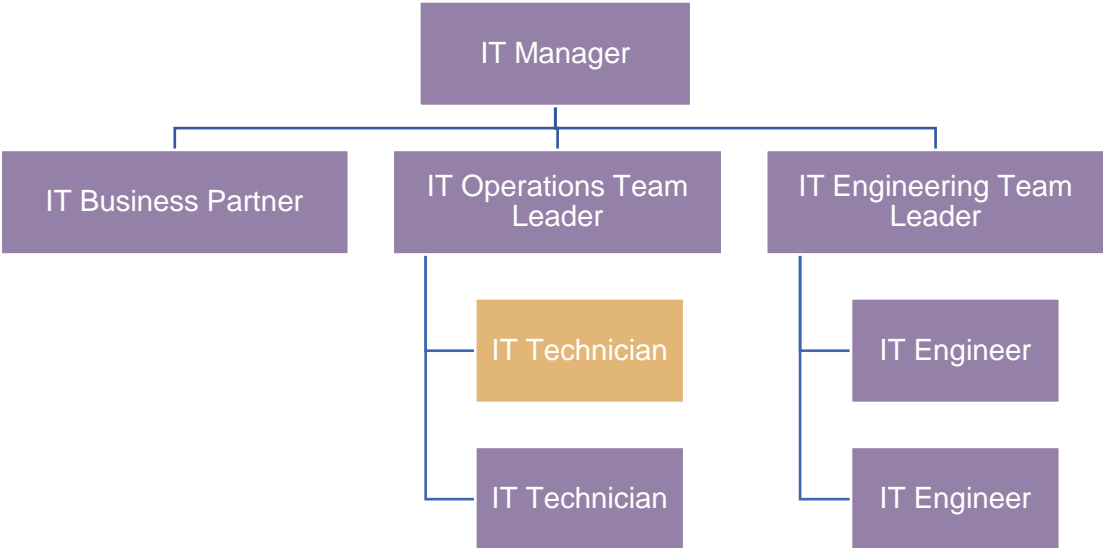
I think CCHA is a good place to work

# Our Team

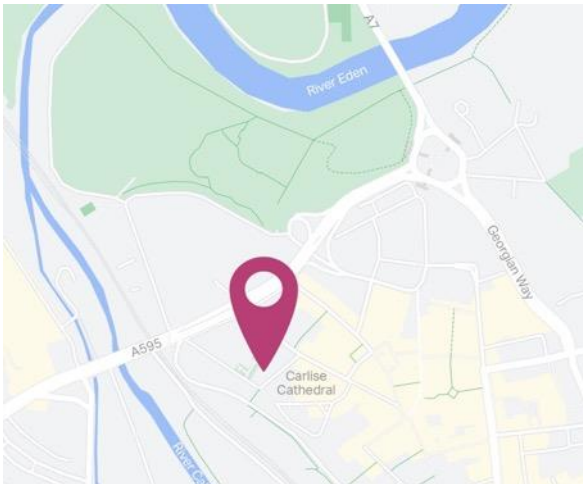
## Organisational Overview



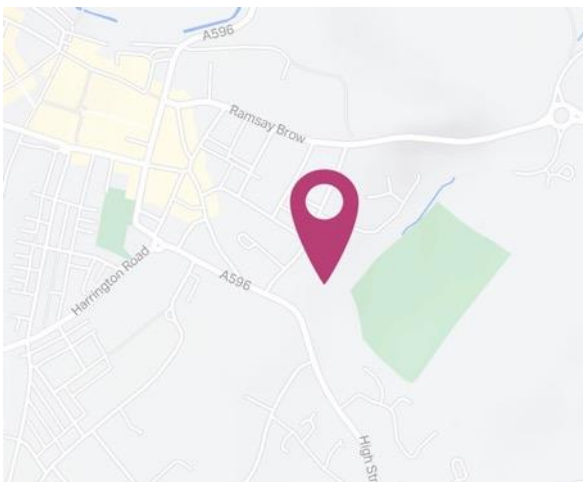
## IT Team overview



# Office Locations



4/5 Paternoster Row, Carlisle  
CA3 8TT



Stoneleigh, Park End Rd, Workington  
CA14 4DN

This role is hybrid with half of the time based in either our Carlisle or Workington office.

# Letter from IT Manager

## Role IT Operations Technician

Dear Applicant

Thank you for your interest in the IT Operations Technician role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours) on a Permanent basis, with a salary of £30,680 - £33,769 per annum and will be based in either Carlisle or Workington, with hybrid working available.

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. The successful candidate will join an enthusiastic, dynamic and collaborative team with continuous technical and personal development opportunities.

Working within the IT Team and as part of the wider Business Improvement Team, you will play a vital role in supporting our IT hardware and network infrastructure. Experience of Azure/Office365 is welcomed. You will have experience of working within an IT Service Desk role and demonstrate a collaborative and enthusiastic approach, whilst delivering an excellent customer service to support effective use of IT systems and technology.

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

**Please note a full UK Driving license and access to a car for business use is essential for this role.**

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 23<sup>rd</sup> June 2024. Interviews will be held virtually from 1<sup>st</sup> July 2024.

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

If you have any questions about the role, please contact me via email in the first instance - [recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk)

I look forward to reading your application.

Yours sincerely

Liam L.

# Role Profile

## Job Description

**Job Title:** IT Operations Technician

**Reporting to:** IT Manager

### **Purpose of Job:**

- To deliver a highly effective and efficient user-focused Service Desk and operational support to ensure our systems, networks, and infrastructure support colleagues to deliver their work activities effectively and efficiently.
- To monitor and maintain the systems and networks of Castles and Coasts Housing Association; configuring, installing, and supporting all IT systems, diagnosing hardware and software faults and solving technical and applications problems.

### **Key Responsibilities:**

- Ensure the smooth running of core operational systems, ensuring that users get maximum benefits and uptime from them.
- Prioritise and coordinate incoming requests to the Service Desk to ensure courteous, timely, and effective resolution of end user issues, in line with Service Level Agreements (SLAs).
- Optimise and adhere to request handling and Service Desk escalation policies and procedures.
- Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Pursue continuous improvement, seeking opportunities for first-time fix
- Coordinate and/or resolve technical issues in person, or remotely as required
- Access software updates, drivers, knowledge bases, and frequently asked questions (FAQ) resources on the Internet to aid in problem resolution.
- Monitor and test fixes to ensure problems have been adequately resolved.
- Track and analyse trends in Service Desk requests; generate statistical reports and work with colleagues to resolve recurring issues.
- Assess need for system reconfigurations (minor or significant) based on request trends and make recommendations.



# Role Profile

## Job Description

- Identify and recommend end user training programmes to increase computer literacy and self-sufficiency.
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists for end users.
- Install and configure computer hardware operating systems and applications
- Support the roll-out of new applications and solutions through User Acceptance Testing (UAT), providing additional comprehensive support for users and vendors
- Set up new users accounts and profiles and deal with password issues
- Work continuously on a task until completion (or escalate internally or to third parties, if appropriate)
- Establish a good working relationship with colleagues and other professionals e.g., IT Systems Support
- Test and evaluate new technology and ensure Operations Support is prepared to receive and support changing technologies and hardware
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Organise and schedule upgrades and maintenance, minimising impact to the business where possible
- Maintain records/logs of repairs and fixes and maintenance schedule
- Regularly review logs to enable preventative measures to be applied
- Identify computer or network equipment shortages/needs and place orders to ensure timely provision
- Ensure the Organisation's IT Asset Database is maintained to ensure excellent record keeping.
- Support the IT Engineering Team in the BAU transfer of new systems/modules/changes.



# Role Profile

## Job Description

### **Generic:**

- Work collaboratively with colleagues to meet the needs & priorities of the IT department
- 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 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

# Person Specification

	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Information Technology related HND (level 5) <b>or equivalent through relevant training/experience</b></li> <li>Minimum of 5 GCSEs including grade C (4) or above in English Language and Maths (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>ITIL Foundation</li> <li>Microsoft Certified: Azure fundamentals</li> <li>CompTIA A+,</li> <li>Microsoft Certified IT Professional</li> <li>Degree in Business, Computer Science or another relevant field</li> </ul>
<b>Experience, Knowledge, Understanding</b>	<ul style="list-style-type: none"> <li>IT Operations Support role</li> <li>IT Service Desk Support</li> <li>Knowledge and experience of IT Service Desk tools</li> <li>Provision of support directly to colleagues on a one-to-one basis or in small groups</li> <li>Understanding of how to identify security threats/breaches</li> <li>Good knowledge of IT / Cyber security practices and tools</li> <li>Experience of liaising with 3rd party suppliers to resolve issues</li> <li>Knowledge of GDPR (General Data Protection Regulation)</li> <li>Experience of IT resource planning</li> <li>Ability to identify, assess, control, and treat operational risks</li> </ul>	<p>An understanding and/or experience of:</p> <ul style="list-style-type: none"> <li>Social Housing</li> <li>ISO27001 &amp; ISO9001 standards</li> <li>Cisco Meraki</li> <li>8x8 Telephony</li> <li>Microsoft Azure</li> <li>Sophos Security</li> </ul>
<b>Technical &amp; Professional Skills</b>	<ul style="list-style-type: none"> <li>Basic administration of Microsoft Active Directory, Sharepoint, Exchange Server &amp; Office 365 (incl. Microsoft Teams)</li> <li>MS Windows 10 desktop and application support</li> <li>Excellent diagnostic, problem-solving and trouble-shooting abilities</li> <li>All aspects of tablet, laptop, desktop, and mobile device support and configuration</li> <li>Remote Control Software/VPN</li> </ul>	

# Person Specification

	ESSENTIAL	DESIRABLE
Technical & Professional Skills	<ul style="list-style-type: none"><li>• Basic network troubleshooting skills</li></ul>	
Integrity	<ul style="list-style-type: none"><li>• Accountable for own work and decisions</li><li>• Works with openness and honesty</li><li>• Demonstrates the Association's values and expected behaviours in their work</li></ul>	
Customer Focus	<ul style="list-style-type: none"><li>• Shows customer focus in all activities</li><li>• Demonstrates a 'can-do' attitude to providing services</li><li>• Shows awareness of the commitment to value for money</li></ul>	
Team Working	<ul style="list-style-type: none"><li>• Shows ownership for the team's priorities and actions</li><li>• Works with colleagues to develop ideas and solutions</li><li>• Shows consideration of wider organisational needs in their work</li></ul>	
Relationship Building	<ul style="list-style-type: none"><li>• Shows respect &amp; consideration for others</li><li>• Builds positive relationships</li><li>• Helps to resolve conflicts and achieve positive outcomes</li></ul>	
Communication	<ul style="list-style-type: none"><li>• Writes clearly and concisely</li><li>• Speaks clearly and confidently</li><li>• Listens to and is open to the views of others</li></ul>	
Adaptability	<ul style="list-style-type: none"><li>• Anticipates and adapts flexibly to changing circumstances</li><li>• Generates innovative ideas and solutions</li><li>• Shows resilience to see things through</li></ul>	

# Person Specification cont.

	ESSENTIAL	DESIRABLE
Performance	<ul style="list-style-type: none"><li>• Maintains focused on key performance priorities</li><li>• Committed to improving services</li><li>• Reviews and reassesses own work and priorities</li></ul>	
Developing	<ul style="list-style-type: none"><li>• Evaluates own performance</li><li>• Self-aware and shows learning from feedback and experiences</li><li>• Takes action to develop self</li></ul>	
Leadership	<ul style="list-style-type: none"><li>• Inspires colleagues to achieve goals</li><li>• Passionate about the aims of the organisation</li></ul>	
Other	<ul style="list-style-type: none"><li>• Full UK Driving License and access to a car for business use.</li></ul>	



# Terms and Conditions

The remuneration for the IT Operations Technician (permanent) role is:

**£30,680 - £33,769 per annum** (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none"><li>• 36.25 hours per week (full time)</li><li>• Flexitime scheme in place</li></ul>
Pension	<ul style="list-style-type: none"><li>• SHPS Defined Contribution Scheme</li><li>• Employer contributions up to 8%</li><li>• Life Assurance (4x annual salary)</li></ul>
Annual leave	<ul style="list-style-type: none"><li>• 25 days per year plus bank holidays</li><li>• Increasing up to 30 days with five years' service</li></ul>
Additional benefits	<ul style="list-style-type: none"><li>• Hybrid Working Practices</li><li>• Induction programme and ongoing personal development</li><li>• Discretionary Corporate Performance Bonus Scheme</li><li>• Staff Savings Scheme</li><li>• Simply Health plan (on completion of probation)</li><li>• Discounted gym membership (part of Simply Health)</li><li>• Employee Assistance Programme</li><li>• Long Service Awards</li><li>• Staff Forum</li><li>• Cycle to Work Scheme</li><li>• Company Sick Pay Scheme</li><li>• Family friendly policies with company pay schemes</li></ul>

Additional information about Castles & Coasts Housing Association is available on our website: [www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk)

# Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Wednesday 22 <sup>nd</sup> May 2024
Closing date for applications	Sunday 23 <sup>rd</sup> June 2024
Shortlisting applications	Ongoing basis
Interviews	W/C Monday 1 <sup>st</sup> July 2024
Starting Date	Immediately upon 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 by emailing [recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk) or calling 01228 635429.

## How to apply

**Please complete our online application form by clicking the Apply button in the vacancy listing on our website. 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 we are not accepting CV's for this role.**

If you need any more information about the position prior to applying, please contact Liam L, IT Manager on 07920163442, alternatively you can email him at [recruitment@castlesandcoasts.co.uk](mailto:recruitment@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.





## Recruitment Advertisement

### IT Operations Technician

- **Carlisle or Workington (hybrid working available)**
- **36.25 hours per week**
- **Permanent**
- **£30,680 - £33,769 (FTE based on 36.25 hours per week) + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a permanent, full time IT Operations Technician (36.25 hours per week) based in Carlisle or Workington (remote/hybrid working available) with a salary of £30,680 - £33,769 per annum.

Working within the IT Team and as part of the wider Business Improvement Team, you will play a vital role in supporting our IT hardware and network infrastructure.

Experience of Azure/Office365 is welcomed. You will have experience of working within an IT Service Desk role and demonstrate a collaborative and enthusiastic approach, whilst delivering an excellent customer service to support effective use of IT systems and technology.

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.**

**Please note that a full UK driving license and access to a car for business use is essential for this role.**

**Closing date for applications: Sunday 23<sup>rd</sup> June 2024**

**Interviews to be held: W/C Monday 1<sup>st</sup> July 2024**



Better Health  
at Work Award  
Bronze Award



## **Castles & Coasts Housing Association**

4-5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

**Call:** 0800 085 1171

[www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk)

