

Recruitment Pack



Lettings & Neighbourhoods Team Leader



Permanent contract
36.25 hrs per week



£36,683 - £39,704
(FTE based on 36.25 HPW)



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



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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%

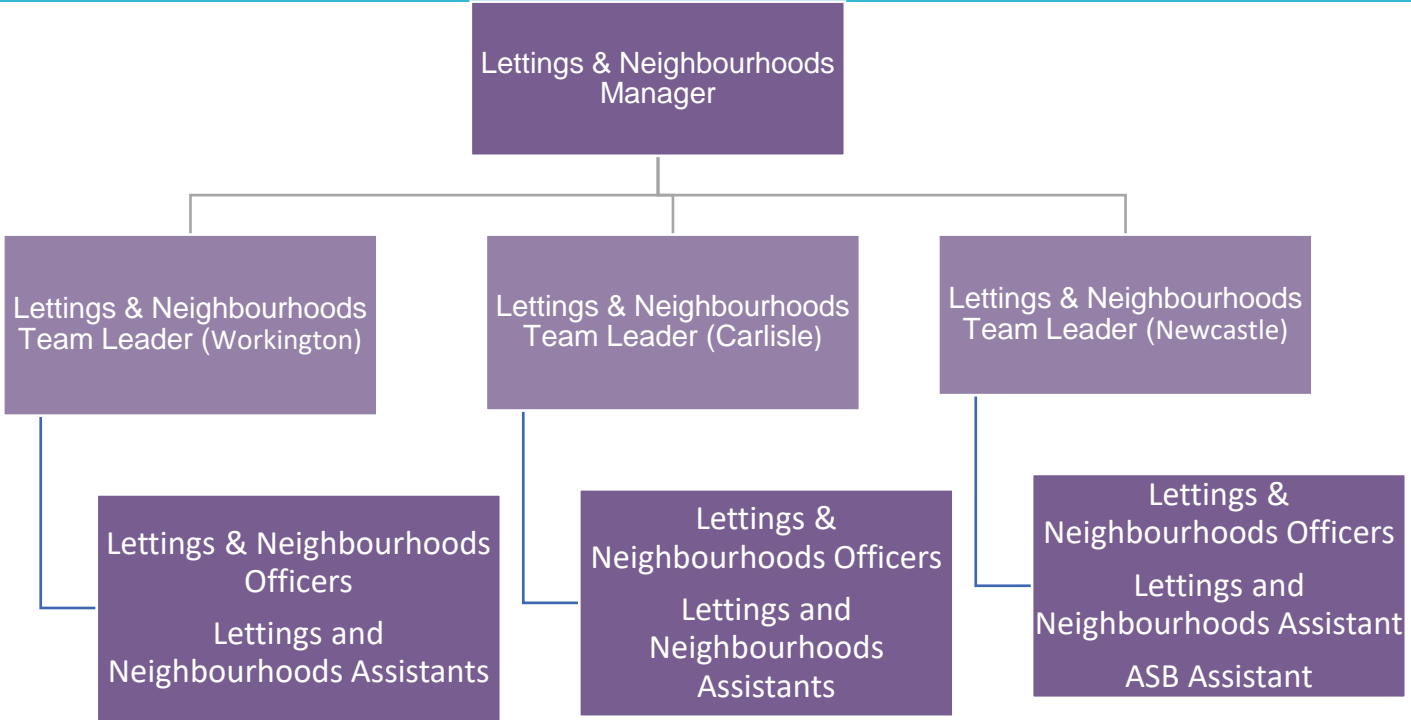
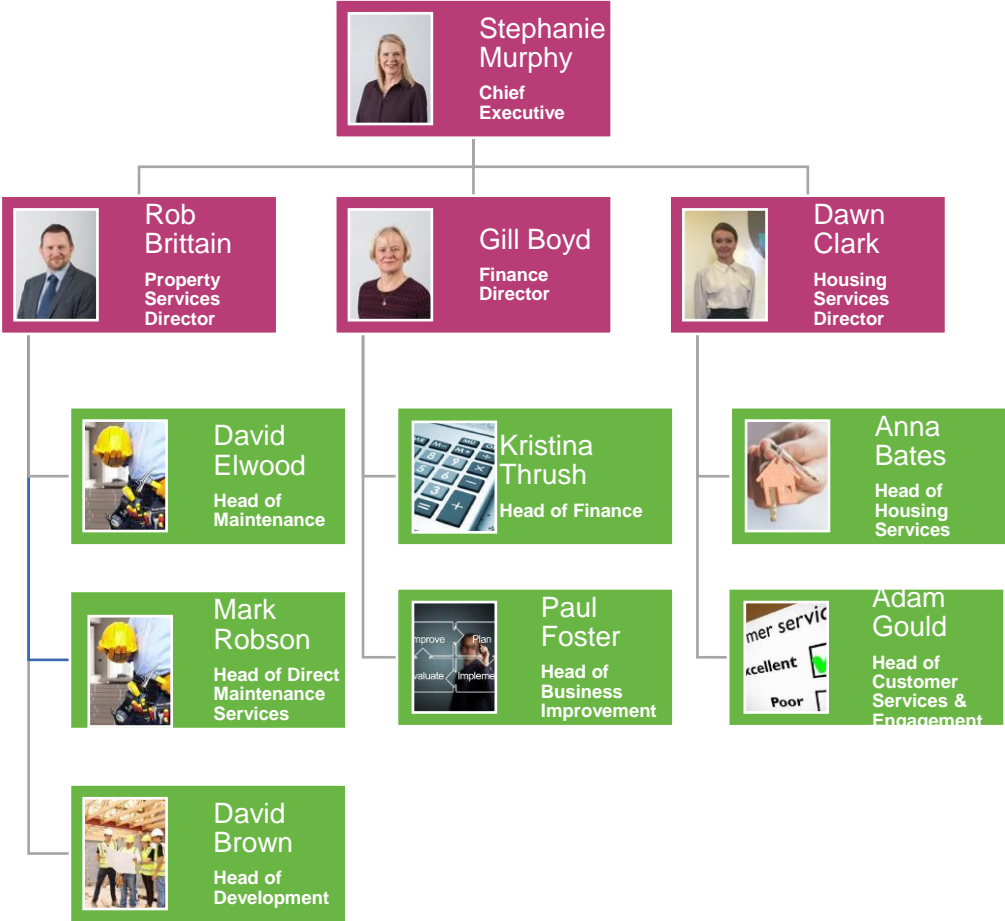
I feel proud to work for this organisation

95%

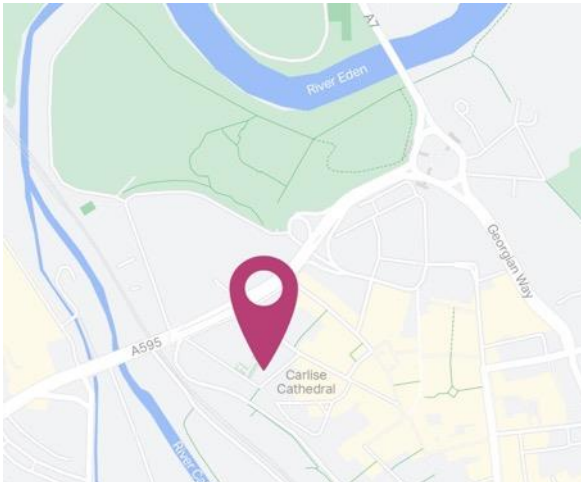
I think CCHA is a good place to work

Our Team

Organisational Overview

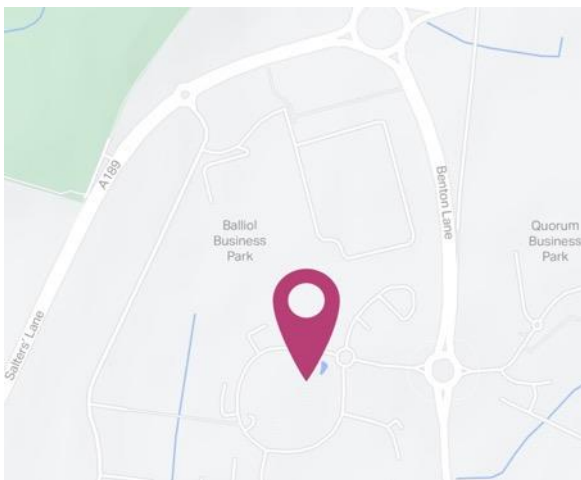


Office Locations

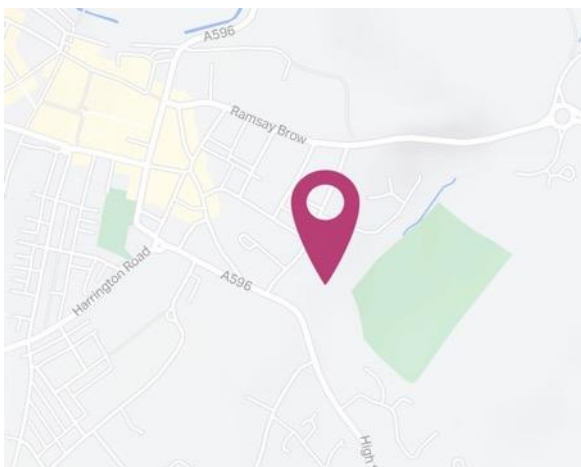


4/5 Paternoster Row, Carlisle
CA3 8TT

This post can be
based at the
Carlisle or
Newcastle
Office



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



Stoneleigh, Park End Rd, Workington
CA14 4DN

Letter from Lettings & Neighbourhoods Manager

Role Lettings & Neighbourhoods Team Leader

Dear Applicant

Thank you for your interest in the Lettings & Neighbourhoods Team Leader role with Castles & Coasts Housing Association (CCHA). This post will be full time, 36.25 hours per week on a Permanent contract at a salary of £36,683 - £39,704 per annum and can be based in Carlisle or Newcastle.

As a Lettings & Neighbourhoods Team Leader, you would be part of a professional and customer focused team with responsibility to deliver an excellent service across all aspects of lettings and tenancy management, including issues of safeguarding and anti-social behaviour. Having previous experience working within social housing, you will be self-motivated with a positive can-do attitude who can work with different teams across the association. We are looking for a candidate who is passionate about delivering a “best in class” service and have the ability to identify and implement continuous improvement in all areas of lettings and housing management.

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 Monday 12th August 2024. Interviews will be held on Teams on Friday 16th August 2024

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](#)

If you have any questions about the role, please contact me for an informal conversation on 07920507263.

I look forward to reading your application.

Yours sincerely

Jonathan Proctor
Lettings & Neighbourhoods Manager

Mobile: 07920507263

Email: jonathan.proctor@castlesandcoasts.co.uk

Role Profile

Job Description

Reporting to: Lettings & Neighbourhoods Manager

Responsible for: Lettings and Neighbourhoods Officers and Assistants

Purpose of Job:

The Lettings & Neighbourhoods (**L&N**) Team Leader is responsible for leading a team to deliver an excellent service across all aspects of lettings and tenancy management, including issues of safeguarding and Anti-Social Behaviour (**ASB**).

Key Responsibilities:

Service Delivery

- Coordinate the delivery of L&N services to a high standard, on time and in accordance with CCHA's Service Standards and regulatory standards
- Ensure the team manages the lettings process for all rented stock, working closely with other teams to minimise void rent loss and achieve re-let targets
- Ensure pre-void inspections, pre and post tenancy visits and tenancy management/enforcement are carried out efficiently and effectively
- Enable the team to work with colleagues in relation to the effective handover and letting of new properties
- Enable the team to work with colleagues to support tenancy sustainment and maximise income for the Association
- Ensure the team manages ASB cases to maintain sustainable, safe communities
- Liaise with external stakeholders in relation to lettings, tenancy management, community safety and safeguarding issues
- Ensure the team works with colleagues to meet compliance requirements and manage risks effectively
- Supporting effective customer engagement, in line with agreed strategies
- Ensure customer enquiries, both internal and external, are responded to promptly and effectively
- Provide specialist advice and support on L&N matters to other areas of the Association

Role Profile

Job Description

Performance Management

- Monitor team performance against internal and external targets, including Key Performance Indicators and report these, as required
- Contribute to the Association's overall aims and objectives and the development of a high performing organisation

Policies and Procedures

- Maintain specialist knowledge relating to the Association's lettings and housing management procedures and appropriate legislation to ensure compliance
- Ensure the team adheres to all relevant policies and procedures
- Contribute to continuous service improvement, including the development of L&N policies and procedures, to ensure they remain fit for purpose

Finances and Budgets

- Contribute to the effective management of budgets

Staff Management

- Manage and motivate L&N Officers and L&N Assistants to deliver team targets
- Ensure staff have a clear understanding of what is expected of them and provide regular, constructive feedback on performance
- Provide appropriate training and development opportunities for staff, in line with departmental and business priorities
- **Generic**
 - Work collaboratively with colleagues to meet the needs and priorities of the L&N 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">Level 2 literacy and numeracy skills (Grade C GCSE)	<ul style="list-style-type: none">Educated to degree level or equivalentProfessional housing qualification
Experience, Knowledge, Understanding	<ul style="list-style-type: none">Has experience of:<ul style="list-style-type: none">Working within the social housing sectorDelivering lettings servicesManaging ASB casesCommunicating and working with a wide range of stakeholdersLine managing staff membersHas knowledge of:<ul style="list-style-type: none">Best practice approaches to tenancy/housing management relevant and required legislation and regulation (e.g. housing and tenancy law)	
Technical & Professional Skills	<ul style="list-style-type: none">Computer literate, with excellent knowledge of Microsoft Office packagesUse of bespoke IT systems, including Teams, databases, spreadsheets, and the ability to extract and interrogate data	<ul style="list-style-type: none">Use of Open housing management IT systems

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 servicesEnsures customer priorities drive team prioritiesSeeks customer feedback and responds effectivelyInstils a customer focused culture in the team	
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 workInspires a strong sense of team spiritSupports a high performing culture within the teamEnsures the team is focused on wider organisational needs	
Relationship Building	<ul style="list-style-type: none">Shows respect and consideration for othersBuilds positive relationshipsHelps to resolve conflicts and achieve positive outcomes	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
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• Consistent and fair when making decisions• Shows resilience to resolve issues	
Relationship Building	<ul style="list-style-type: none">• Resolves conflict in a respectful and timely way• Develops productive, trusting relationships• Promotes collaborative working	
Communication	<ul style="list-style-type: none">• Speaks and writes clearly and confidently• Listens to and is open to the views of others• Influences others through confident, persuasive communication• Creates a positive impression with their manner and communication style• Checks the message has been understood	

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• Promotes and delivers continuous improvement• Influences positive change in others• Learns from what works well elsewhere	
Performance	<ul style="list-style-type: none">• Maintains focus on key performance priorities• Committed to improving services• Reviews and reassesses own work and priorities• Clarifies key issues before reaching a decision• Judges issues objectively, avoiding personal bias• Thinks analytically when decision making	
Developing	<ul style="list-style-type: none">• Evaluates own performance• Self-aware and shows learning from feedback and experiences• Takes action to develop self• Creates a positive learning environment	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Developing	<ul style="list-style-type: none">• Encourages others to challenge themselves• Identifies people's strengths and where they have potential to develop	
Leadership	<ul style="list-style-type: none">• Inspires colleagues to achieve goals• Passionate about the aims of the organisation• Shows trust in the abilities of others• Sustains a positive, supportive culture at work• Gives fair and constructive feedback• Acknowledges and celebrates the achievements of others• Motivates and inspires others to perform to their best• Is a positive role model for the organisation's values	



Terms and Conditions

The remuneration for the Lettings & Neighbourhoods Team Leader (permanent) role £36,683 - £39,704 (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 (on completion of probation)• 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	Tuesday 9 th July 2024
Closing date for applications	Monday 12 th August 2024
Shortlisting applications	Tuesday 13 th August 2024
Interviews	Friday 16 th August 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 Friday 16th August 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 Jonathan Proctor, the Letting & Neighbourhoods Manager on 07920507263, alternatively you can email him/her at jonathan.proctor@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

Lettings & Neighbourhoods Team Leader

- **Based in Carlisle or Newcastle**
- **36.25 hours per week**
- **Permanent Contract**
- **£36,683 - £39,704 Benefits package.**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a Lettings & Neighbourhoods Team Leader, based in Carlisle, or Newcastle. On a permanent and full-time contract (36.25 hours) with a salary a £36,683 - £39,704 per annum,

If you are looking for an exciting new role, this is a great opportunity to join the join the Lettings & Neighbourhoods Team at CCHA.

As a Lettings & Neighbourhoods Team Leader, you would be part of a professional and customer focused team with responsibility to deliver an excellent service across all aspects of lettings and tenancy management, including issues of safeguarding and anti-social behaviour. Having previous experience working within social housing, you will be self-motivated with a positive can-do attitude who can work with different teams across the association. We are looking for a candidate who is passionate about delivering a “best in class” service and have the ability to identify and implement continuous improvement in all areas of lettings and housing management.

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: Monday 12th August 2024

Interviews to be held: Remotely on Friday 16th August 2024



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

