

Recruitment Pack



Home Ownership Officer



Permanent
36.25 hrs per week



£30,680 - £33,769
(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%

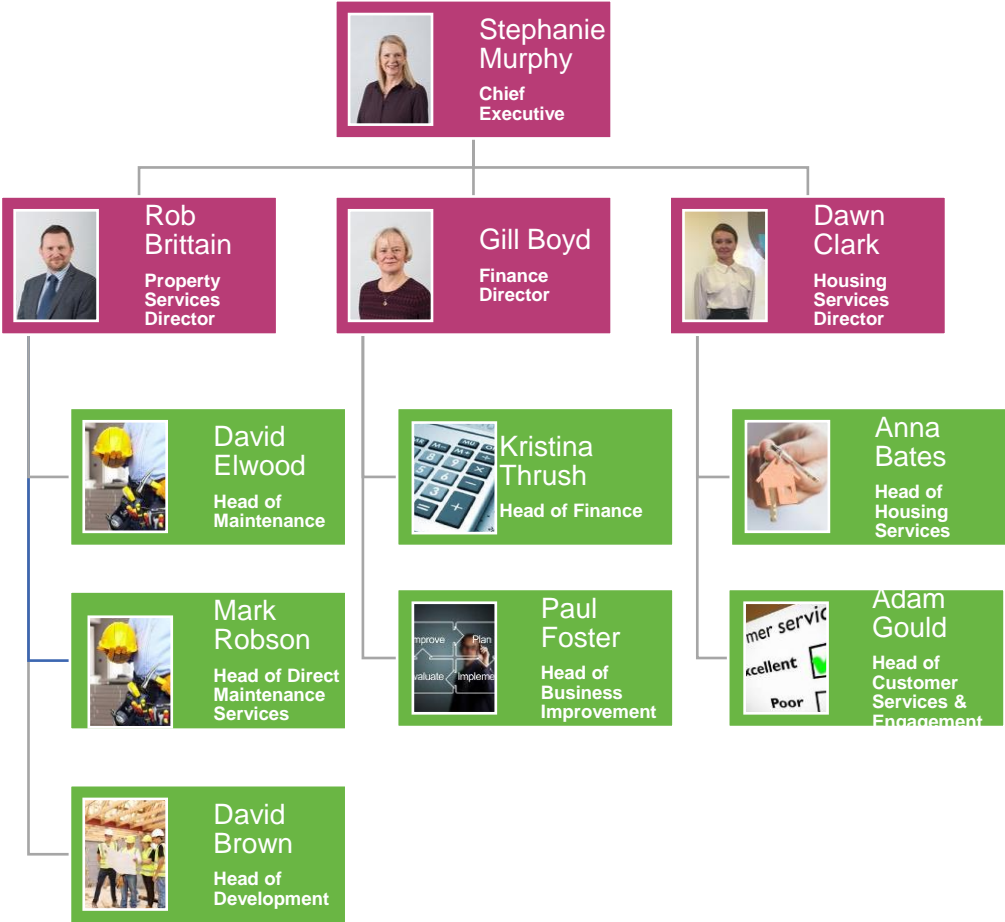
I feel proud to work for this organisation

95%

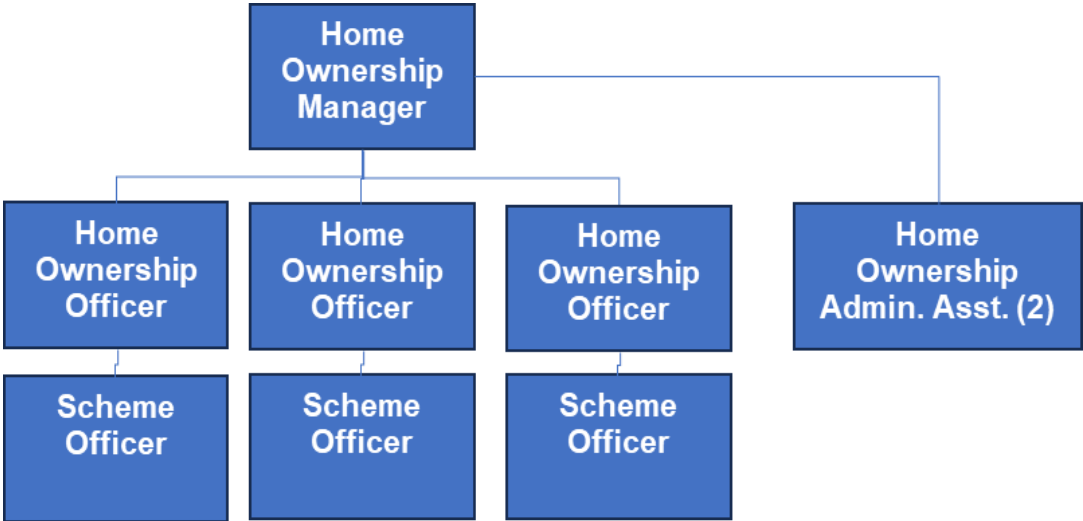
I think CCHA is a good place to work

Our Team

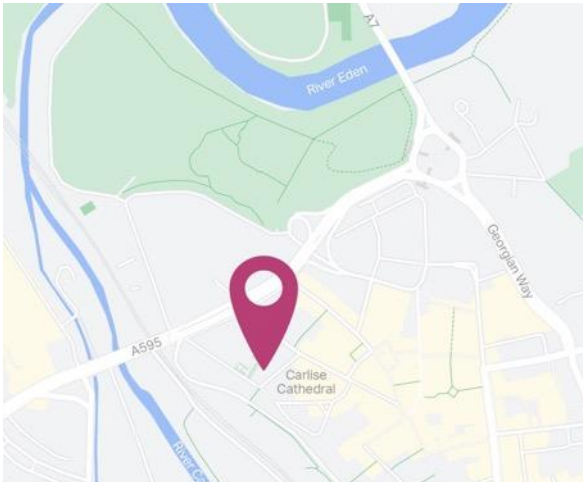
Organisational Overview



Home Ownership Overview

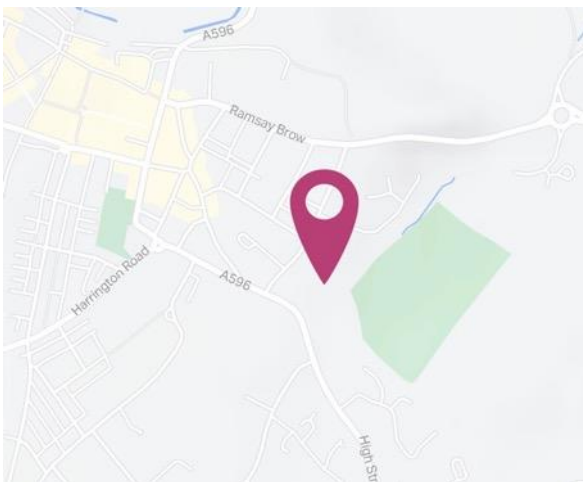


Office Locations

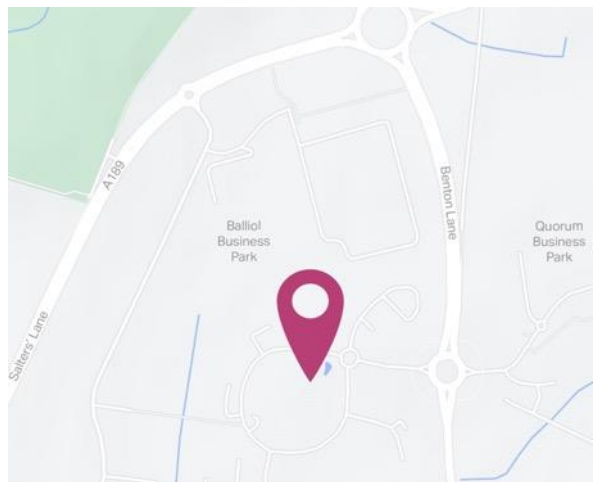


5 Paternoster Row, Carlisle
CA3 8TT

This role is based in
either Carlisle,
Newcastle or
Workington



Stoneleigh, Park End Rd, Workington
CA14 4DN



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

Home Ownership Officer

Dear Applicant

Thank you for your interest in the Home Ownership Officer role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours) on a permanent at a salary of £30,680 - £33,769 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 Home Ownership team manages shared ownership and leasehold properties across Cumbria, The Northeast and Lancashire. The role of Home Ownership Officer is an important part of the team, assisting the Home Ownership manager in management of our leasehold and shared ownership stock.

As a Home Ownership Officer in the Home Ownership Team, you would be part of a professional team, responsible for providing a customer focussed service across all aspects of CCHA's Leasehold management, ensuring services are delivered in line with the most up to date, relevant legislation whilst delivering value for money to our 1,100 leaseholders and homeowners.

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 Sunday 20th October 2024

Interviews will be held on Wednesday 23rd October 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 0800 085 1171

I look forward to reading your application.

Yours sincerely

Victoria Rogers, Home Ownership Manager

Telephone: 0800 085 1171 Email: Victoria.rogers@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Home Ownership Officer

Responsible to: Home Ownership Manager

Responsible for: Scheme Officers

Purpose of Job:

The Home Ownership Officer (HOO) is responsible for delivering a high quality, customer focussed service across all aspects of CCHA's leasehold management, ensuring services are delivered in line with the most up to date, relevant legislation whilst delivering value for money.

Service Delivery

- Coordinate the delivery of home ownership services to a high standard, on time and in accordance with Key Performance Indicators (KPIs), CCHA's Customer Service Standards and regulatory standards and legislation
- Ensure residents and CCHA meet requirements specified in lease agreements
- Consult with residents, in relation to repairs and services, in line with current Section 20 legislation
- Work with colleagues across the Association to meet compliance requirements, keeping properties and residents safe
- Work in partnership with the Development Team, for the handover of shared ownership property sales
- Manage effective processes for the re-sale of home ownership properties, in accordance with CCHA's responsibilities
- Ensure homeowners are given comprehensive information prior to purchase and are fully supported when staircasing their property
- Manage the lease extension process in accordance with CCHA's responsibilities
- Support effective customer engagement and feedback, in line with agreed strategies
- Respond promptly and effectively to customer enquiries
- Manage cases of Anti-Social Behaviour (ASB), in line with CCHA's ASB Policy and associated procedures
- Provide advice and support to other areas of the Association
- Work in partnership with finance to effectively process the calculation, management and audit of leasehold charges, in line with statutory and legal guidelines and the Association's Investment and Maintenance policies.

Role Profile

Job Description

- Recover leasehold service charges in line with set targets and in line with statutory and legal guidelines

Performance Management

- Contributing to the successful delivery of all KPIs within the Home Ownership function
- Being aware of CCHA's overall aims and objectives and contributing to the overall development of a high performing organisation

Policies and procedures

- Adhere to the Home Ownership policies and procedures
- Review and monitor the effectiveness of policies and procedures, suggesting improvements where required

Staff Management

- Manage and motivate Scheme Officers
- Provide appropriate training and development opportunities for staff, in line with departmental and business priorities

Generic

- Work collaboratively with colleagues to meet the needs & priorities of the Home Ownership 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 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">Educated to A level standard or equivalent (Level 3)	<ul style="list-style-type: none">Educated to degree level
Experience, Knowledge, Understanding	<p>Has experience of:</p> <ul style="list-style-type: none">Housing ManagementManaging ASB casesArrears collectionCommunicating and working with a wide range of stakeholders	<ul style="list-style-type: none">Completing Section 20 consultationKnowledge and experience in managing Leasehold and Shared Ownership properties <p>Has knowledge of:</p> <ul style="list-style-type: none">Best practice approaches to leasehold management, relevant and required legislation and regulation
Technical & Professional Skills	<ul style="list-style-type: none">Computer literate, with excellent knowledge of Microsoft Office packagesUse of bespoke IT systems, databases, spreadsheets, and the ability to extract and interrogate dataUse of housing management IT systems	
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 workConsistent and fair when making decisionsShows resilience to resolve issues	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Integrity	<ul style="list-style-type: none">• Handles issues with sensitivity and discretion	
Customer Focus	<ul style="list-style-type: none">• Shows customer focus in all activities• Demonstrates a 'can-do' attitude to providing services• Shows awareness of the commitment to value for money• Ensures customer priorities drive team priorities• Seeks customer feedback and responds effectively• Instils a customer focused culture in the team	
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• Inspires a strong sense of team spirit• Supports a high performing culture within the team• Ensures the team is focused on wider organisational needs	
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	

Role Profile

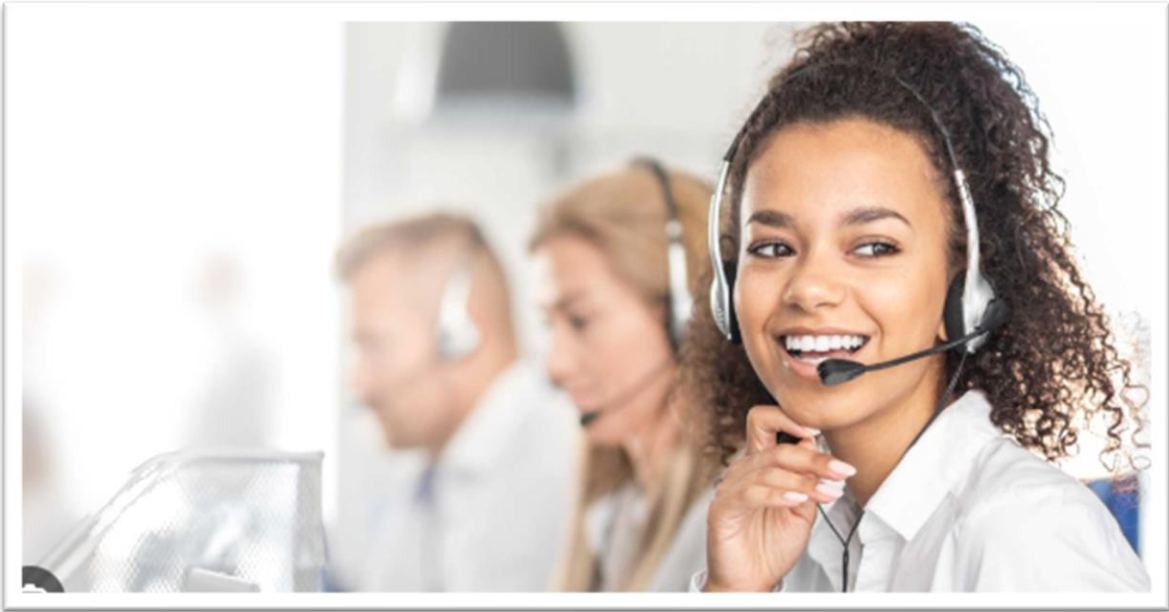
Person Specification

	ESSENTIAL	DESIRABLE
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">• Writes clearly and concisely• Speaks 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	
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	
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	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Performance	<ul style="list-style-type: none">• 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• Encourages others to challenge themselves• Identifies people's strengths and where they have potential to develop	
Other	<ul style="list-style-type: none">• Full clean driving licence and access to a car	



Terms and Conditions

The remuneration for the Homeownership Officer (permanent) role is:

£30,680 - £33,769 (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 24 th September 2024
Closing date for applications	Sunday 13 th October2024
Shortlisting applications	Monday 14 th October 2024
Interviews	Wednesday 16 th October 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 Wednesday 16th October 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 Vicky Rogers on 0191 250314, alternatively you can email Victoria.rogers@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

Home Ownership Officer

- **Location –Carlisle, Newcastle or Workington**
- **36.25 hours per 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 (36.25 hours per week) Home Ownership Officer, based in Carlisle, Newcastle or Workington with a salary of **£30,680 - £33,769** per annum

If you are looking for an exciting new role, this is a great opportunity to join the Home Ownership Team at CCHA as a Home Ownership Officer

The position is high paced and reactive. We are looking for candidates with skills and experience that includes: Experience within a housing management and/or home ownership environment, Computer literate, with good knowledge of Microsoft Office packages, Good all round communication skills, Contributes positively within a team and across teams.

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 Sunday 20th October 2024

Interviews to be held: Wednesday 23rd October 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

