

Recruitment Pack



Maintenance Services Co-Ordinator



Permanent
36.25 hrs per week



£24,440 – £26,725
(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%

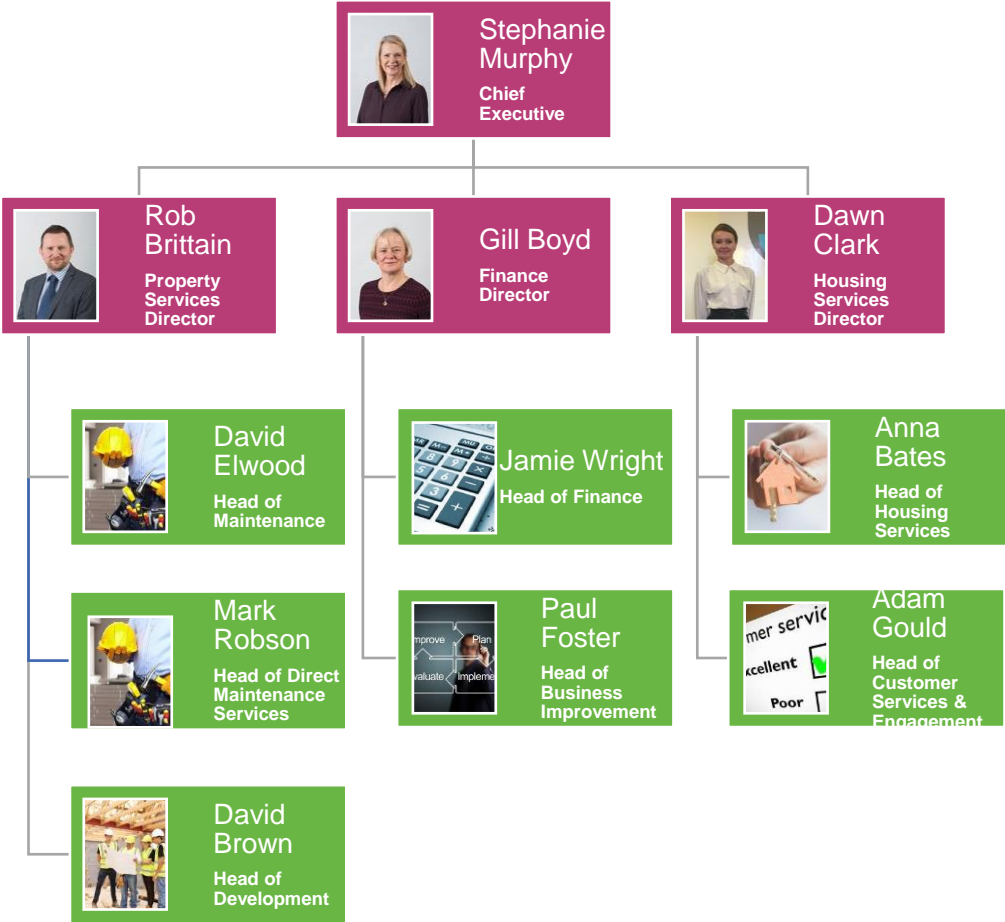
I feel proud to work for this organisation

95%

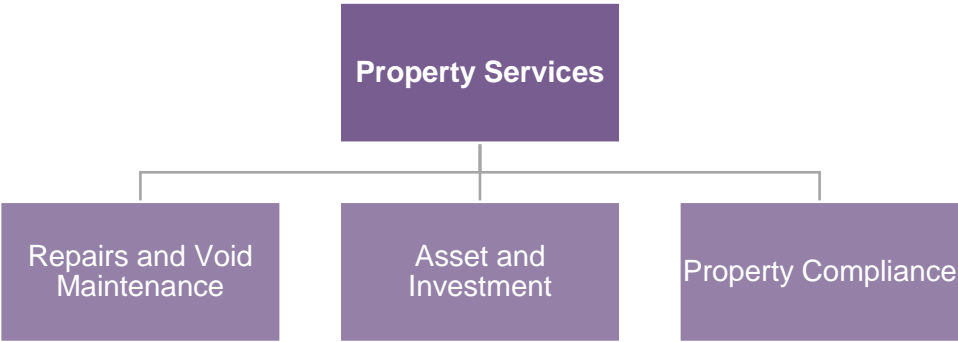
I think CCHA is a good place to work

Our Team

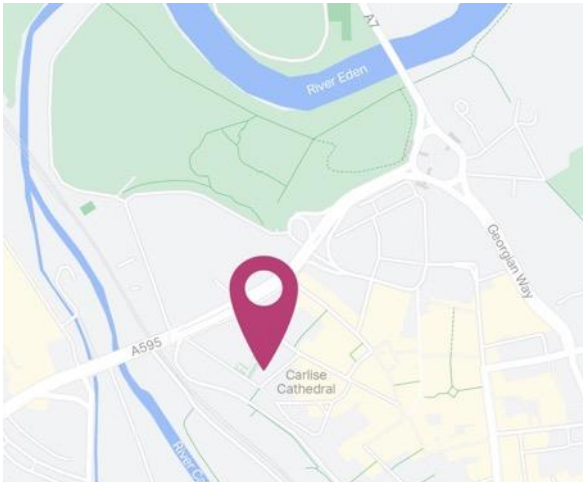
Organisational Overview



Property Services Overview

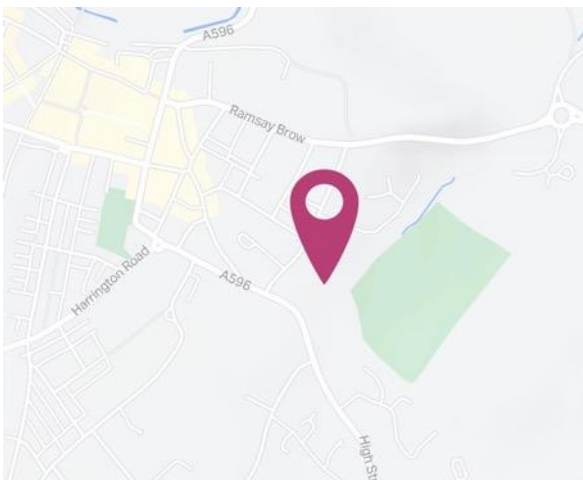


Office Locations

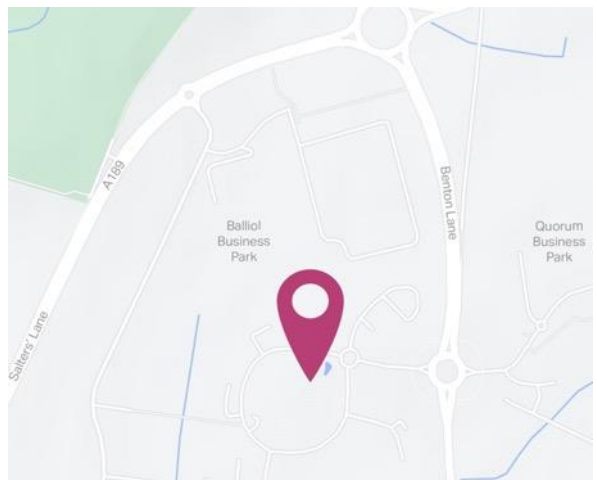


5 Paternoster Row, Carlisle
CA3 8TT

This role is
based in either
our Carlisle,
Newcastle or
Workington



Stoneleigh, Park End Rd, Workington
CA14 4DN



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

Letter from Assistant Maintenance Manager

Role Maintenance Services Co-Ordinator

Dear Applicant

Thank you for your interest in the Maintenance Services Co-ordinator role with Castles & Coasts Housing Association (CCHA). This post will be full or part time (36.25 hours) on a Permanent basis at a salary of £24,440 – £26,725 per annum and can be based in Carlisle, Workington or Newcastle.

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. As a Property Maintenance Services Co-Ordinator, you will be responsible for administrative functions within the Repairs and Maintenance Team delivering Responsive Repairs to ensure strong communication between our residents, contractors and internal staff to provide the most effective and efficient service possible, there will also be focus on helping to manage our commitment to reducing Damp and Mould across our stock. You should be able to demonstrate an understanding of planning effective work priorities, dealing with client, customer, and other stakeholder enquiries, have experience of working within agreed performance targets while ensuring Key Performance Indicators are achieved. For the right candidate, we are offering an attractive salary and benefits package.

As a Maintenance Services Co-Ordinator in the Property Services Team, you would be part of a professional and customer focused team with responsibilities to provide an excellent responsive repair service.

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 2nd December 2024. Interviews will be held in Carlisle on 11th December 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 [07770828006](tel:07770828006)

I look forward to reading your application.

Yours sincerely

Lewis Carter

Telephone: 07770828006 Email: lewis.carter@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Maintenance Services Co-Ordinator

Responsible to: Assistant Maintenance Manager

Purpose of Job:

CCHA has seen a continuing increase in the number of repairs works orders received over the past 3 years. This role is to liaise with our partner contractors to manage repairs orders and efficiently complete these within our systems along with liaising with residents to ensure they are kept up to date and in cases where queries may arise. There will be a strong focus on ensuring works orders relating to Damp and Mould are managed in line with CCHA's Damp and Mould Strategy.

The introduction of this role will provide benefits across CCHA with positive impacts being seen for the Customer Services Team, Property Services Team, Lettings & Neighbourhoods Team, Independent Living Team and CCS and will seek to:

- Improve resident communication,
- Improve resident satisfaction,
- Reduce complaints,
- Reduce contact with CCHA contact centre,
- Reduce risk in relation to Damp and Mould cases,
- Improve cross team working and visibility,

Key Responsibilities:

- Provide effective and efficient administrative support to the Property Services Team.
- To be the first point of contact for customer, client and contractor queries e.g. by email, telephone or letter. Deal with/record all enquiries and accurately relay the information/query to the relevant staff member, in line with policies and procedures
- Co-ordinate Reactive Repairs and Damp and Mould work with residents, including liaison with colleagues and external parties to meet the needs of customers
- Liaise with residents before, during and after works to make necessary access arrangements
- Assist in the monitoring of cost codes and jobs approaching completion
- Assist the Property Services Team and Damp and Mould Project Coordinator running reports for monthly/quarterly KPIs
- Assist the Property Services Team and Damp and Mould Co-ordinator in ensuring all reported repairs and damp and mould cases are recorded accurately, repairs are managed and completed and any remedial actions taken have been successful
- Assist the Damp and Mould Project Coordinator in issuing No Access letters and following the No Access Procedure

Role Profile

Job Description

- Responsible for working closely with Property Surveyors to book inspections and ensure any changes are made accurately and efficiently
- Responsible for ensuring Damp and Mould Packs are available for the different CCHA teams
- Work collaboratively with colleagues to ensure a safe, cost-effective, high-quality service
- Ensure that procedures to monitor Reactive Repairs and Damp and Mould areas of work are carried out according to the Association's policies and systems to meet audit requirements
- Liaise with all contractors including our in-house contractor CCS, to monitor jobs logged and ensure works are completed within target timeframes

Administration:

- Handle general enquiries to the Property Services Team Damp and Mould Co Ordinator respond appropriately
- Provide administrative support for the team
- Maintain appropriate records, to ensure compliance with internal and external requirements
- Organise, prepare, attend and take minutes of meetings and pass to managers for approval and distribution to the relevant attendees of the meetings. Produce copies of minutes of the previous meetings to be read and approved

Generic:

- Work collaboratively with colleagues and residents to meet the needs & priorities of the Property Services Teams and Damp and Mould Strategy.
- 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 reasonable duties
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- Comply with CCHA Financial Standing Orders and Code of Conduct.
- Comply with the requirements of external regulators
- To carry out such other reasonable duties

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">• 5 GCSE's (A-C) including English and Maths or equivalent• L2 NVQ in Business Administration or equivalent	<ul style="list-style-type: none">• L3 NVQ in Business Administration
Experience, Knowledge, Understanding	<ul style="list-style-type: none">• Experience of working with other departments• Experience of working with external stakeholders• Experience working with numerical data in spreadsheets and databases	<ul style="list-style-type: none">• Experience working in a property/development organisation• Experience working for a social landlord or similar. Understand the concept of best value• Knowledge of statutory issues in relation to Asbestos, Water Risk Assessment and Fire Risk Assessment legislation
Technical & Professional Skills	<ul style="list-style-type: none">• Computer literate with good working knowledge of Microsoft Excel, Word and Outlook	<ul style="list-style-type: none">• Use of bespoke IT systems, databases, spreadsheets• Knowledge of Capita Open Housing or similar Housing Management IT system
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	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
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	
Adaptability	<ul style="list-style-type: none">Anticipates and adapts flexibly to changing circumstancesGenerates innovative ideas and solutionsShows resilience to see things through	
Performance	<ul style="list-style-type: none">Maintains focus on key performance prioritiesCommitted to improving servicesReviews and reassesses own work and priorities	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Developing	<ul style="list-style-type: none">Evaluates own performanceSelf-aware and shows learning from feedback and experiencesTakes action to develop self	
Leadership	<ul style="list-style-type: none">Inspires colleagues to achieve goalsPassionate about the aims of the organisation	
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	



Terms and Conditions

The remuneration for the **Maintenance Services Co-Ordinator (permanent)** role is:

£24,440 - £26,725 (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	Thursday 14 th November 2024
Closing date for applications	Monday 2 nd December 2024
Shortlisting applications	Tuesday 3 rd December 2004
Interviews	Wednesday 11 th December 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 11th December 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 Lewis Carter, on [07770828006](tel:07770828006), alternatively you can email lewis.carter@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.

Application Process cont.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Appendix 1

Recruitment Advertisement

Maintenance Services Co-ordinator

- **Carlisle, Newcastle or Workington**
- **36.25 hours per week**
- **Permanent**
- **£24,440 – £26,725 (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) Maintenance Services Co-ordinator, based in Carlisle, Newcastle or Workington with a salary of (£24,440 – £26,725) per annum

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

As a Maintenance Services Co-ordinator we are looking for candidates with skills and experience that includes Strong Organisational and communication Skills and works well as part of a team.

CCHA has seen a continuing increase in the number of repairs works orders received over the past 3 years, a major part of the increase in repairs orders received is in direct response the increased need to effectively manage Damp and Mould in our properties. This role is to liaise with our partner contractors to manage repairs orders and efficiently complete these within our systems along with liaising with residents where queries may arise.

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 2nd December 2024

Interviews to be held on Wednesday 11th December 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

