



Supporting BAME communities to thrive



**HOUSING
SERVICES
TRAINEE**

**CANDIDATE INFORMATION
PACK**

Candidate Information Pack

© Nehemiah Ltd
1-3 Beacon Court, Birmingham Road
Great Barr, Birmingham B43 6NN
Phone 0121 358 0966 • Fax 0121 358 0934
Website www.nehemiah-co.uk
Email: contact@nehemiah-co.uk
Facebook.com/Nehemiah
Twitter.com/Nehemiah

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Dear Applicant

This letter serves to give you an understanding of what Nehemiah would like to achieve from this recruitment process.

The initiative will also provide an opportunity for those individuals who are successful in their application to have not just have a job but for this to give you the opportunity to embark on a career in the housing sector, this being your starting point.

Nehemiah looks forward to receiving your completed Application Form and welcoming you to and what we trust will be the beginning of something great for you!

The selection process will consist of:

- **1st Stage** - Group Assessment & Skills Test, Including Numeracy and Literacy
- **2nd Stage** - A panel interview

The Application form for completion can be downloaded from our website: www.nehemiah.co.uk. Once completed your form should be submitted via email to: recruitment@nehemiah.co.uk by the closing date 14th September 2019.

Yours sincerely

Janet Dubidat
Corporate Services Manager

Section 1 - Our Organisation

What we do, who are our customers, how we are structured and what are our aims

OUR VISION, MISSION AND VALUES

Our vision - 'is to be the leading independent BAME housing provider in the UK delivering a range of services which are unsurpassed in the community'.

Our mission is to build successful diverse communities by providing housing and culturally sensitive services to our current and future customers."

OUR VALUES ARE:

- **PASSIONATE** - we are **passionate** about empowering people to build communities alongside homes
- **DIVERSITY** - we believe **diversity** is a strength in every aspect of our work and the communities around us
- **INTEGRITY** - we act with **integrity** in all that we do even when that is not the easy option
- **SUSTAINABLE** - we believe our actions and their impact must always be **sustainable**

Nehemiah is a progressive housing association formed by the merger of Nehemiah Housing Association and United Churches Housing Association in 2007. The organisation has a portfolio of 1,214 properties in ownership and management serving the multicultural African Caribbean, Asian and European communities within the West Midlands. The Association provides homes for single people, families, couples and elderly people in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton.

As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a Support Provider, we assist people to obtain and maintain tenancies, and make a

major contribution in the prevention of homelessness.

We have responded to the needs of our tenants, by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

How we are structured

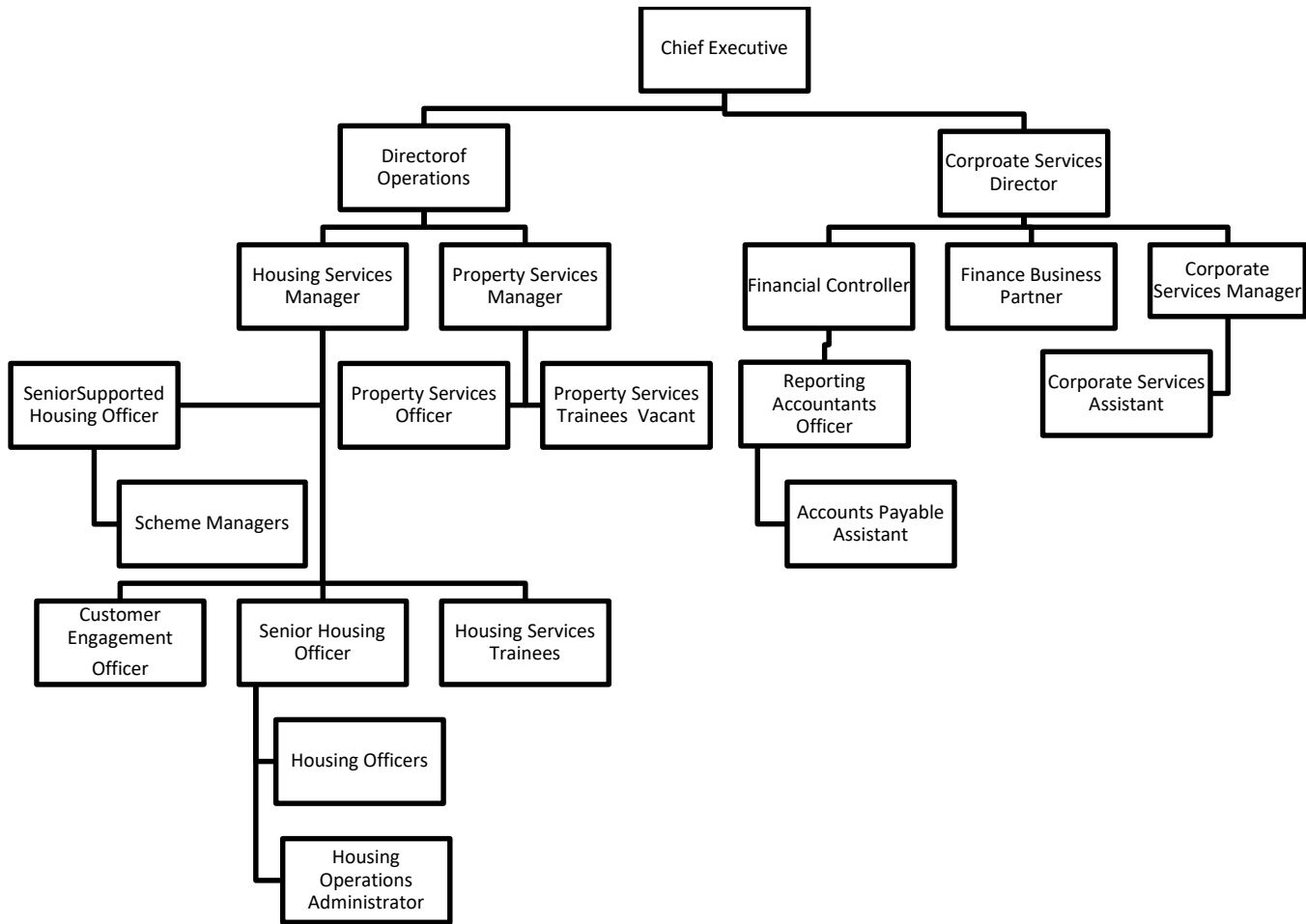
The Association is governed by a board of paid members who delegate responsibility for day-to-day work to be undertaken by committees and staff. Presently there are four committees: Audit and Finance, Operations and Remunerations and HR and Equalities.

The organisation chart attached details the current staffing levels.

The Operations Team

The work with the Operations Team is to provide a comprehensive customer focused service to the highest possible standard, including responsive repairs, voids, and ensuring that the Association's properties are maintained to the highest possible standard, in line with customers' expectations.

For further information please contact Pamela Farquharson 0121 358 8032 or Janet Dubidat on 0121 358 8024, see our website at www.nehemiah.co.uk or email: pam.farquharson@nehemiah.co.uk or recruitment@nehemiah.co.uk;



Section 2 – The Vacancy



Supporting BAME communities to thrive



Salary £18,827 to £19,109

Application Closing Date: 14/09/2019

1st Interview Date: 24/09/2019

2nd Interview Date: 30/09/2019

Posts will be subject to Enhanced DBS Check
Further information, please contact Pamela
Farquharson

Housing Services Manager

pam.farquharson@nehemiah.co.uk

Janet Dubidat, Corporate Services Manager:
0121 358 8024, e-mail

Recruitment@nehemiah.co.uk,

Website www.Nehemiah.co.uk

Facebook.com/Nehemiah

[Twitter.@Nehemiah](https://twitter.com/Nehemiah)

No agency contacts will be accepted

Previous applicants need not apply

Housing Services Trainee

Nehemiah is a progressive BAME Housing Association. At Nehemiah our mission is to build successful diverse communities by providing culturally sensitive housing and support services to our current and future customers. As a future leader in the housing sector you will be committed to working with us to deliver our mission, whilst undertaking a structured training programme to learn and develop as a housing professional.

You will be an individual with commitment and enthusiasm to deliver excellent customer service, wanting a career in housing and support services or property services. You will need to demonstrate that you are organised, have great IT and numeracy skills. You will be a confident communicator with strong interpersonal skills. You will make a difference to your team's performance working with others and learning from them but taking ownership and responsibility to make things happen.

We are currently looking to recruit: **2 x Housing Services Trainee**

Benefits:

25 days annual leave + Bank holidays

Mileage claims

Essential Car User Allowance

Please see website for Application Form to be completed –
CVs will not be accepted

Section 3 - Job Description & Person Specification

DEPARTMENT:

OPERATIONS DEPARTMENT

Section 3 – Job Description and Person Specification

Post Title	Housing Services Trainee
Grade/Salary	£18,827 – £19,109
Hours	The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm.
Head Office Location	1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN. In this role, there will be a need to travel from time to time to attend meetings and events for the proper performance of duties.
Reporting Lines	This post reports to the Housing Services Manager

Our Story

In the 1980s growing housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association () in 1989. Nehemiah took its name from the biblical rebuilders of Jerusalem. Throughout the 1990s Nehemiah and began to develop sheltered schemes for black elders and family housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

Our Mission

To build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1,214 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and elderly people in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

The Role

The role is a member of the Operations Department (specifically the Housing Service team)

General Description of Duties

The role is an opportunity to work in both housing support and housing management.

A training programme, including a formal housing qualification will be provided, which will cover the key responsibilities below, giving you the opportunity to learn and develop as a housing professional. You will not be office based but out in our communities across the West Midlands.

To do this you will need a driving licence and access to a car for work, with a flexible approach to working hours to deliver services based on the needs of our customers.

As a Housing Trainee you will be out in Nehemiah 's neighbourhoods, including our supported housing schemes building successful diverse communities by providing culturally sensitive housing and support services to our current and future customers.

You will be responsible for delivering great customer relationships - helping our customers make the most of their tenancies.

You will be a key contact for customers to help them resolve issues and handle queries. You will build and maintain customer relationships, from the point you welcome new customers to when they leave.

You will build relationships with key partners and services in the community to give access to routes into work, education and training and help create and maintain great neighbourhoods.

You will contribute to our performance targets by chasing customers for late rent, letting our homes quickly, and the effective management of our homes and customers.

You will support our Property Service team by carrying out stock condition surveys as and when required.

Key Responsibilities:

1. Assist the Housing Services Manager to organise and deliver the Customer Framework and required outcomes with the Housing Officers including working with various groups and providing support for meetings and events.
2. To help plan and report the outcomes of customer satisfaction surveys across the department in conjunction with the Housing Services Manager.
3. To support the Operations Team with administrative duties for the department.

4. To report any suspicions of safeguarding issues relating to customers to in line with the relevant policy.

Stakeholder Relationships

You will establish and maintain excellent relationships with external partners and stakeholders by attending and representing Nehemiah at Forums and meetings.

Estate Management

You will ensure that high standards of estate management are achieved within a VFM framework. You will work with customers to identify areas where improvements can be made to their communities.

Income Management

You will ensure the income of the business is maximised, by working closely with Housing Officers and scheme managers to chase customers for late rent and service charge payments, static debts, negotiating repayment plans and where appropriate referring customers for money advice support.

Tenancy Management

You will ensure tenancy responsibilities are complied with and that appropriate action in relation to breaches of tenancy conditions are taken. You will identify areas of concern and ensure that support is accessed through appropriate agencies and support services to enable customers to sustain tenancies successfully wherever possible.

Anti-Social Behaviour

You will provide an excellent service to customers who experience anti-social behaviour, using housing legislation and working with external partners to resolve issues quickly.

Customer Engagement

You will ensure the views of customers are captured and listened to, using the information to continuously improve services. You will attend customer engagement opportunities as required.

Performance Information

You will prepare reports and statistical information as required.

Property Management

You will liaise as appropriate with Property Services staff over, voids, repairs and maintenance issues, to ensure appropriate solutions are delivered.

Record Keeping

You will update and maintain all manual and computerised records in an accurate and timely manner.

Health & Safety

The post holder must comply with employer's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any Other Duties

1. You will represent Nehemiah externally in an appropriate and professional manner.
2. You will promote equal opportunities and diversity in the workplace, in the provision of housing services and in the wider community.
3. You will take responsibility for personal development.
4. The job is likely to change over time and the post holder may be asked to carry out other duties to maintain the efficiency of the Operations Department Service. The Association reserves the right to amend this job description, as the needs of the job change following discussion with you.

	Person Specification
Qualification(s)	<ol style="list-style-type: none"> 1. Completed A' Level or equivalent standard of educational to include GCSE's specifically in English and Maths 2. Full current driving licence and access to a car for work
Experience and Knowledge	<ol style="list-style-type: none"> 1. Experience of achieving targets and results 2. Computer literate (Excel, desirable) 3. understanding of welfare and Housing Benefits 4. Numerate and able to understand performance data.
Skills/Abilities	<ol style="list-style-type: none"> 1. Demonstrates ability to build relationships at all levels across a wide range of partners 2. Demonstrates ability to respond positively to change, and manage implementation
Continuing Professional Development	<ol style="list-style-type: none"> 3. Demonstrates a willingness to embrace the use of IT to improve procedures, processes and core systems and own skills 4. Demonstrates a willingness to develop skills and knowledge in Housing to enhance performance in the role 5. Engages with Performance Management processes such as annual review
Equal Opportunities	<ol style="list-style-type: none"> 6. Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association.

How we do things – These are our core values and behaviours	What we expect from you
Customer & Community Focus	<ul style="list-style-type: none"> • To be able to communicate effectively face to face and over the telephone with customers and a range of organisations. Able to adapt style to meet individual needs and situations. • Listens to what customers say, delivering practical solutions to problems and issues. • See mistakes as opportunities to learn to improve procedures and services. • Proactively seeks customer feedback. • Strives to continuously improve the quality of the service provided.
Integrity and Reliability	<ul style="list-style-type: none"> • Works as part of the wider Nehemiah team • Understands the importance of policies and procedures • Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer. • Self-aware – understands the impact of own actions and behaviours on others. • Gives and receives feedback • Demonstrates organisational skills by prioritising and planning • Demonstrates ambition in the day to day operation of the service • Shows determination to achieve targets and objectives. • Understands performance against targets and takes action to improve where required. • Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making • Responds positively in all circumstances • Is proactive • Is outcome focused • Keeps colleagues/customers updated and informed. • Respects others' time and commitments. • Is dependable, trustworthy and accountable in what they do and say • Is open, honest and transparent • Is non-judgemental, fair and unbiased • Respects and values cultural diversity • Exercises professional judgement appropriately
Maintaining Stakeholder relationships	<ul style="list-style-type: none"> • Builds positive working relationships with key stakeholders and partners to deliver positive outcomes for customers, customers and Nehemiah . • Contributes positively to Nehemiah 's reputation by demonstrating a 'can do' approach to service delivery and by achieving personal and organisational KPIs. • Promotes and represents Nehemiah positively and professionally

	<ul style="list-style-type: none"> Builds and develops effective working partnerships with stakeholders.
Sustainable Futures	<ul style="list-style-type: none"> Encouraging tenancy sustainability through listening to our customers Adopting strategies to explore how new technology can support affordable housing
Providing Value	<ul style="list-style-type: none"> We will respect and support our communities to access quality services which meet their needs at a reasonable cost. Strive to achieve and exceed personal and organisational KPIs Use financial and other resources well, considering efficiency, effectiveness and value for money when taking action and making decisions
Responsible Growth	<ul style="list-style-type: none"> We will grow as an organisation, responsibly and where we have access to the skills to achieve this change Understand the issue of risk associated with our decision making Exercising professional judgement appropriately Ensure that appropriate due diligence is undertaken to assist with decision making.

<p>Behavioural Competencies</p> <p>These competencies demonstrate the desired behaviours for success in this role. These competencies will be used to measure performance and set KPIs.</p>
<p>Active Leadership</p> <ol style="list-style-type: none"> Motivates, inspires and gains support from others through mutual trust without the need to rely on hierarchy and authority. Encourages and offers support to others in challenging situations.
<p>Leading Change</p> <ol style="list-style-type: none"> Understands the need for change and embraces change in a positive manner. Communicates the vision for change by engaging and facilitating others to work collaboratively to achieve real change. Seeks out opportunities to effect change to improve organisational performance. Develops self and others to respond effectively to change communicating change clearly to all those around them, breaking down problems and establishing facts. Uses sound judgement to make informed decisions which considers financial/resource management and the local/wider economy and markets.
<p>Organisational & Strategic Perspective</p> <ol style="list-style-type: none"> Clearly sees the bigger picture and demonstrates an in-depth knowledge of how their role supports the achievement of organisational objectives and the housing sector. Contribute to clear strategies which consider the external and political context to maximise the opportunity to add value to the community and support growth.
<p>Winning Commitment</p> <ol style="list-style-type: none"> Builds positive and trusting relationships with colleagues, partners and customers to get business done. Develops internal and external networks which enable business to be delivered in an efficient and effective way. Encourages collaboration and commitment with various stakeholders to deliver the best housing service.

Analysis and Decision Making

- 13. Identifies the key issues, breaking down problems and establishing facts.
- 14. Uses sound judgement to make informed decisions which consider financial/resource management and the local/wider economy and markets.

Creativity & Innovation

- 15. Standing back from the detail, taking a broader perspective and developing new ideas to take the organisation forward.
- 16. Contribute to strategies and plans which considers innovative, new approaches which are being trialled in other sectors.

Delivering Results

- 17. Demonstrates energy and tenacity in the achievement of goals.
- 18. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way, that exceeds goals and targets.
- 19. Looks at new challenges and not being satisfied with the status quo but not making change for change's sake.

Results Focused, "Getting things done"

- 20. Achieves successful delivery of tasks and objectives by effectively managing others or taking direct action.
- 21. Takes responsibility for achieving individual objectives and contributing to team targets

Planning and Organising

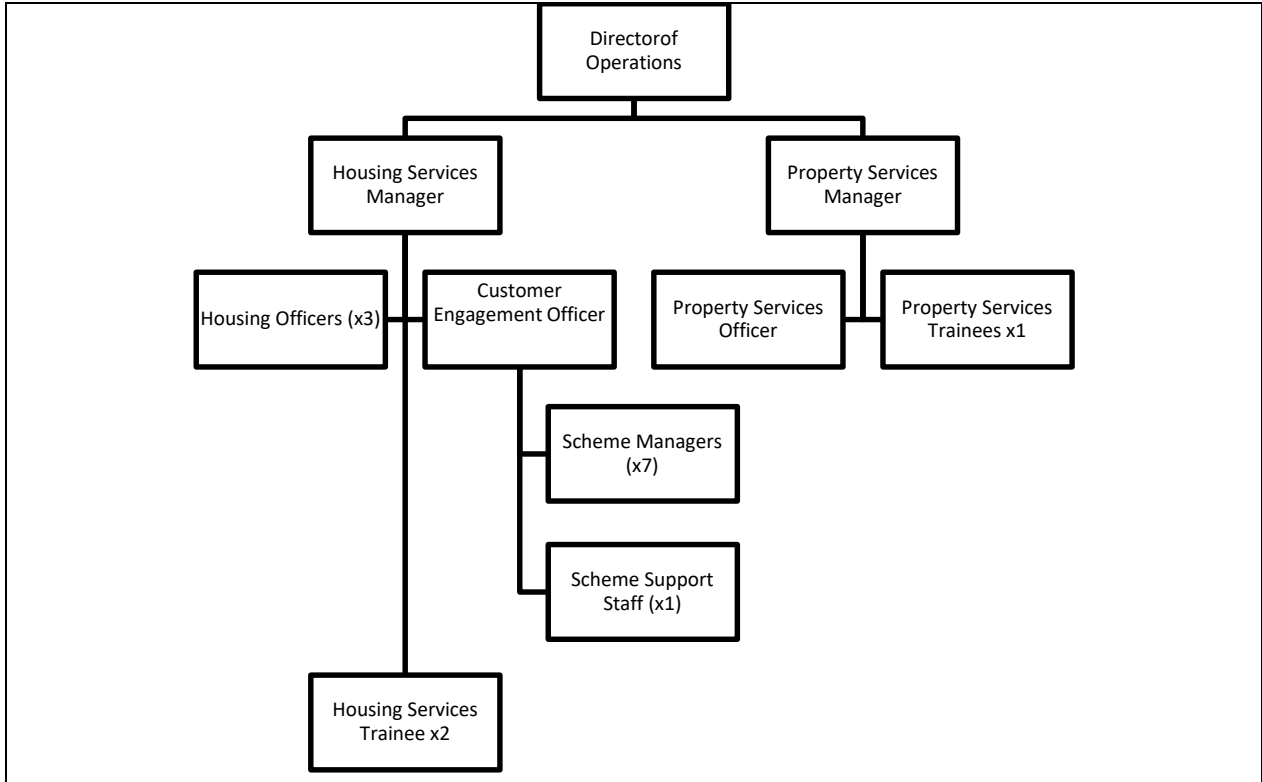
- 22. Plans and organises work and activities to meet objectives whilst achieving quality and value for money.
- 23. Contributes to the team/project objectives by effectively setting own work plan and prioritising key tasks

Working Together

- 24. Works co-operatively and flexibly across cultures and organisational boundaries to achieve shared goals
- 25. Involves others to work towards shared goals and objectives
- 26. Works co-operatively with other members of the team and direct customers

Managing Relationships and Customer Driven

- 27. Builds positive and reciprocal relationships that benefit the association
 - 28. Provides a high-quality service to all customers
 - 29. Plans and organises delivery of customer service
-



Purpose of this Job Description:

Nehemiah considers this document as a “snapshot” of the job aimed at providing a clear guide at the time of writing. The nature of the housing market and the diverse nature of Nehemiah’s current and potential activities require flexibility from all employees. This profile cannot therefore ever be an exhaustive list and the post holder may be required to take on additional operational and /or strategic responsibilities commensurate with the post as the business requires.

Declaration

I have received a copy of this job description and undertake to carry out the duties as described.

Employee Signature Date

Print name

Section 4 - Summary of Employment Terms and Conditions

Post

Housing Services Trainee

Condition of Offer

All posts are offered subject to receipt of satisfactory references /checks that meet with our approval also compliance with the Asylum and Immigration Act 1996.

Probation

This post is subject to a probationary period of **6 months**, during which time assistance and guidance will be given to help the individual become familiar with and competent empowered in their work. Subject to a satisfactory completion of this period, your position will then be confirmed.

Hours of Work

The standard working week for full time employees is 35 hours.
Part time workers hours vary and these will be agreed on an individual basis.

Office hours are 9.00 am to 5.00 pm Monday to Thursday 9.00 to 4.30 Friday

Salary & Benefits

- £18,827 to £19,109
- Salary Payment will be made on the 20th of each month directly into bank account
- Essential User Car Allowance

Annual Leave

25 days, holidays are accrued on monthly basis.

Smoking

Nehemiah operates a no smoking policy on all its sites

Contract Term:

This is a **two year fixed term** contract

Maternity & Paternity

These are given in accordance with statutory guidelines

Induction

All new employees will have a structured induction programme. This Programme will be determined by prior knowledge and experience. There will also be a process of inducting new starters in the policies and procedures of the Association.

Performance Management

Nehemiah utilises a competency based framework for performance managements which incorporates process for probationary review, 1-2-1 supervision and the annual performance management review.

Disability Confident Employer Standard



By acquiring this standard the association will ensure that it:

- interviews all applicants with a disability who meet the minimum job criteria and consider them on their ability
- That the association will also make effort to retain individuals who may become disabled during their employment

Investors in People (IIP)- Silver



This is a national initiative awarded to organisations meeting the requirements of the standard entitling it to call itself an “Investor in People”.

Its main purpose is to ensure that organisations awarded the standard trains and develops all employees in a systematic way to meet both Organisational and individual needs –Nehemiah is an “Investor in People” organisation.

Pension

For the purposes of the Welfare Reform and Pensions Act 1999 Nehemiah has designated the Pensions Trust as its stakeholder pension provider. You will be automatically enrolled into this scheme. Details of the scheme and the rules are available from the Corporate Services Manager.

Nehemiah will pay contributions at the rate of **4% per** year of your basic annual salary into this scheme, this will be matched by a similar percentage from individual employees

Section 5 - The Selection Process

The selection process will consist of:

- **1st Stage** - Group Assessment & Skills Test – Including Numeracy and Literacy
 - **2nd Stage** -A panel interview
-

Induction

Nehemiah views the successful Induction of its new employees as paramount and accordingly will ensure that a comprehensive induction process is implemented for all new employees. This process will include the following:

- Completion of administrative papers
 - Introduction awareness of Nehemiah 's vision, Mission and Values, and how these informs its activities
 - Introduction to fellow colleagues
 - Housekeeping issues such
 - Policies and procedures awareness session
 - Cross functional understanding of how other departments work and contribute to the 'whole' Nehemiah's ethos
-