

#### **SCHEME ASSISTANT**

## WIMBOURNE HOUSE AND SHAFTESBURY HOUSE, EALING

# £16,071 TO £17,299 PER ANNUM (BASED ON SPLITTING YOUR TIME EQUALLY BETWEEN BOTH LOCATIONS)

#### **35 HOURS PER WEEK**

Working as part of the Sheltered Team within our Older People Support division based in the London and South East region, we are looking for an experienced administrator to help provide housing management services and deal with day-to-day health and safety compliance in relation to the building.

You will be able to work both independently and part of a team as necessary, as well as provide responses to routine queries, escalating more complex queries and complaints as appropriate. You will also have a keen eye for detail, allowing you to complete forms and highlight issues to the relevant individuals and undertake general administrative duties.

Proven experience within an administrative and customer service environment is vital for this role coupled with excellent communication and interpersonal skills. You will be qualified to GCSE grade C or above in English and Maths or equivalent.

Excellent benefits include 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at <a href="https://www.sanctuary-group.co.uk">www.sanctuary-group.co.uk</a>. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2413.

Closing date: 5pm on 2<sup>nd</sup> March 2012

#### **Building Equality and Diversity**

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.





**Candidate Information** 

For

Scheme Assistant

within

Older People's Support Team

Date: February 2012

#### **CANDIDATE INFORMATION PACK**

#### **About Sanctuary**

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

**Sanctuary Care -** Our services fall into four main categories:

- Care Homes Care for elderly & those with learning or physical disabilities
- Home Care Providing domiciliary support in clients own homes
- Supported Housing Extra support to live independently
- Extra Care 24hr care on site, providing the level of support required

#### **Sanctuary Management Services**

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

#### About the position

The post will be based in Ealing. The candidate will be required to travel within a 8 mile radius covering two sheltered schemes ensuring compliance with Health and Safety legislation and Sanctuary policies, ensuring that residents enjoy a safe living environment.

The candidate will be part of a wider team delivering a support service across London and the South East. Although the post will require lone working, support will be provided by a line manager and regular meetings will be held with other colleagues as well as the opportunity to attend training courses.

Key Elements of the role will be:-

#### <u>Daily</u>

- Visually check fire exits, stairwells and whole scheme for obstructions
- Report communal repairs as required and chase outstanding repairs
- Report repairs for those unable to do themselves/empower independent residents to report their own eepairs
- Cascade Health and Safety issues to repairs/Line Manager/Senior as appropriate
- Highlight any risks to the building/residents in communal areas to appropriate person/department
- Highlight individual personal risks to residents to adult care services/ Floating Support
- Monitor contractor signing in and out sheet
- Update Health & Safety file with relevant paperwork

#### Weekly

- Check fire alarms systems and record
- Flush taps in void flats and taps in communal areas which are rarely used and record
- Monitor that internal cleaning and gardening is carried out to acceptable standards

#### **Monthly**

- Scheme Inspection. Highlight issues to Housing Officer.
- Testing of temperature of water in line with Legionella policy and record
- Testing of emergency lighting and record
- Monitor monthly contractor lift inspections are taking place

#### **Bi-monthly**

- Monitor window cleaning is being carried out to acceptable standards

## Quarterly

- Quarterly checks in residents flats
- Monitor quarterly fire and emergency lighting checks by contractors and raise any issues of non compliance
- Quarterly cleaning of shower heads in communal areas

## Six Monthly

- Carry out an evacuation of scheme in line with fire procedures

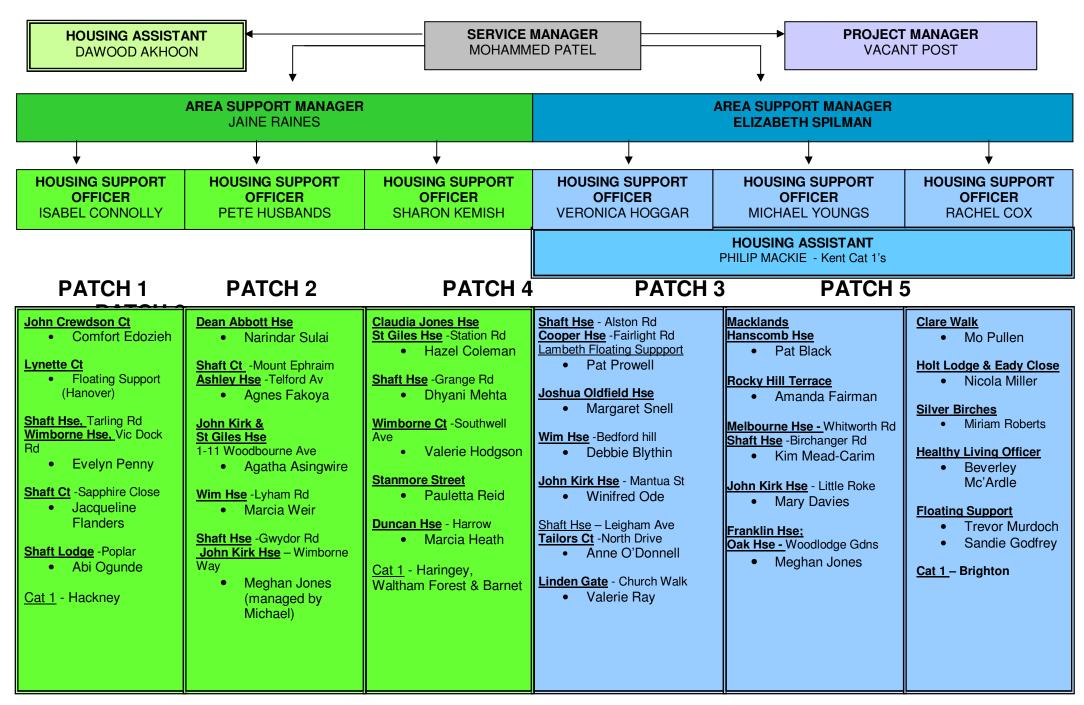
#### **Annual**

- Ensure annual testing of fire fighting equipment takes place
- Scheme Risk Assessment (or as required if any risks identified)
- Complete Health and Safety audit

## As required

- Complete accident/Incident forms
- Complete Herefordshire Care line information sheet for new residents on day of tenancy start date
- Respond to any other Housing Management issues as appropriate or as required by Housing Officer in line with policy and compliance.

Please refer to the structure chart on the next page.



It is a legal requirement under the Rehabilitation of Offenders Act 1974 that persons likely to be working with children, young persons or vulnerable adults disclose information in full relating to previous criminal convictions.

Due to the nature of work required in this post, it is a legal requirement that an enhanced police check is received and meets the standards set in Sanctuary's "Police Checks and Disclosure" policy prior to the confirmation of appointment.

The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days rising to 31
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

#### **Closing Date**

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 2<sup>nd</sup> March 2012**. Late applications **will not** be accepted.

#### **Interviews**

It is anticipated that short-listed candidates will be invited to attend interview on the week commencing 12<sup>th</sup> March 2012.

Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.

#### **Contact Details**

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Sharon Kemish 0800 781 4755.** 

#### **Assistance for Candidates**

#### **Recruitment Plus**

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

## The next step

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

Job Reference: SUP6d

# **SCHEME ASSISTANT**

Reports to:	Support Officer			
Scope:	<ul> <li>Office/Scheme based role for one or more sheltered housing schemes</li> </ul>			
	<ul> <li>Regular local travel between schemes being support</li> </ul>			
	<ul> <li>Frequent telephone and computer use with associated office hazards</li> </ul>			
Job Purpose:	To deliver a high quality and effective administrative service to support housing management			
	services in line with departmental, customer and organisational needs.			

#### CONTEXT

This job sits within the Sheltered team based in the London and South East region in the Older People Support division. The division is responsible for the provision of housing and support to Older people in London and South East England for the Housing and Communities business.

The job holder will provide a housing management services dealing with day to day Health and Safety compliance in relation to the building. They holder will work both independently and/or as part of a team as needed. The job holder will be required to provide responses to routine queries, escalating more complex queries and complaints as appropriate. They will undertake general administrative duties to support the business as needed, completing forms and highlighting issues to the relevant individuals for resolution. The post holder is required to operate within the appropriate organisational policies and procedures in the provision of their services. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The post holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

#### **KEY ACCOUNTABILITIES**

- 1. Provide an effective and efficient administration service to internal and external customers, to ensure provision of services in line with customers needs, including answering simple enquiries and providing information by phone, letter or email to ensure queries are resolved.

  Measure: Customer feedback, timely completion of administrative duties
- 2. Undertaken inspections and regular checks on scheme premises, grounds, plant and equipment, completing forms and checklists to identify potential issues with site safety, repairs, décor and cleanliness, ensuring these are reported to the relevant people for resolution.

  Measure: Regular inspections completed, forms accurately completed, issues raised appropriately and resolutions chased
- 3. Act as the first point of contact for visitors including new residents, contractors, agencies and personnel who need access to the scheme or individual units, ensuring that all appropriate policies and procedures are followed.
  - Measure: Feedback, policies and procedures for access followed
- 4. Support the maintenance of effective filing systems, database records and processes that enable the accurate recording and timely provision of information.

  Measure: Accuracy of systems and records, timely provision of information
- Respond positively to complaints and breakdowns in service delivery to meet customer expectations in accordance with contract and service specifications.
   Measure: Customer feedback and service delivered to contract, service specifications, electronic and paper records accurately updated

Date Created: 29/04/2010 Page 1 of 2 Status: Final

Date Printed: 24/02/2012

Job Reference: SUP6d

## **RESOURCES**

Finance	None
Staff	None
Other	Service provision to one Region, covering up to 45 residences

# **PERSON SPECIFICATION**

# Competencies

- Compotentico		
Adaptability	Accepts that people may have different opinions about issues to your own and listens to these with an open mind. Is willing to change own view based on new information.	
Communicating and Influencing	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.	
Continuous Improvement	Is focussed on doing a good job and works hard to achieve objectives set by others.  Demonstrates a desire to improve own performance	
Customer Service	Takes personal responsibility for resolving customer service issues.	
Decisiveness	Reacts to issues as and when they arise, operating within own level of decision-making authority	
Problem Solving	Makes sense of a simple problem by listing out different issues or by recognising when it is the same as one previously encountered.	

	Essential	Desirable
Qualifications and Attainments		
<ul> <li>Able to demonstrate a level of numeracy and literacy to the equivalent of</li> </ul>		
Grade C English and Maths GCSE		
<ul> <li>NVQ2 or BTEC in administration or similar</li> </ul>		$\sqrt{}$
Work Experience		
<ul> <li>Some experience of working in an administrative role or similar</li> </ul>		
<ul> <li>Some experience of working in a customer service environment</li> </ul>		$\sqrt{}$
<ul> <li>Working knowledge of providing support services in an office environment</li> </ul>		$\sqrt{}$
<ul> <li>Recent experience in interpreting written instruction and maintaining written</li> </ul>		
records		
<ul> <li>Some experience of working to deadlines and prioritising work loads</li> </ul>		$\sqrt{}$
Skills		
<ul> <li>Good communication skills including clear written and spoken English</li> </ul>	$\sqrt{}$	
<ul> <li>Good interpersonal and customer care skills</li> </ul>	$\sqrt{}$	
<ul> <li>Ability to interpret computerised information and documentation</li> </ul>	$\sqrt{}$	
<ul> <li>Basic organisational and planning skills</li> </ul>		$\sqrt{}$
PC literacy	$\sqrt{}$	,
Basic Microsoft Excel or similar		$\sqrt{}$
Basic Housing V5 or similar	,	$\sqrt{}$
Email and internet communications	$\sqrt{}$	

Date Created: 29/04/2010 Page 2 of 2 Status: Final

Date Printed: 24/02/2012