



# **Recruitment Pack**

## **Temporary Property Assistant**

22 hours per week

**November 2023**

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The following supplementary information can be downloaded from our website  
[www.edenha.org.uk](http://www.edenha.org.uk)

- Application Form
- Equality Monitoring Form
- Additional Benefits of Working for Eden Housing Association



Dear Applicant

Thank you for showing interest in joining Eden Housing Association and the post of Property Assistant.

The Property Assistant role offers the successful candidate the opportunity to be a part of the Property team, supporting with administrative duties and also to provide cover for team members. This role will be predominantly working with the SHDF funding and the retro fit requirements that are identified for our properties.

We are looking for someone who has a combination of the right skills, expertise but most importantly someone who remains thirsty for knowledge, learning and personal development, with a can-do attitude.

We see ourselves as a community-based Association, rooted in the heart of the beautiful and hidden gem that is the Eden Valley, and provide housing and related support services across North Cumbria. We benefit from loyal and committed staff, have a long track record of involving tenants and residents in influencing what we do and place great value on working in partnership to add value to our own unique strengths.

We have recently changed the way we work, adopting a modern approach to reduce our carbon footprint. Whilst your base will be Blain House, Penrith, technology has enabled us to work remotely and flexibly so there will also be a requirement to work from home for part of some weeks. This improves the service we provide to residents and helps us to achieve a better work/life balance.

This is a fantastic opportunity to join a value driven, charitable organisation focused on people and achieving results.

I do hope that you will apply. Please check out our website at [www.edenha.org.uk](http://www.edenha.org.uk) where you can see more of the range of activities we get involved with.

Yours faithfully

**DI HILL**  
**Asset and Repairs Manager**

## About Eden Housing Association

Eden Housing Association is a successful small independent Registered Provider of affordable homes with a rural focus.

We were established in 1997 following the voluntary transfer of housing stock from Eden District Council.

We now operate mostly across North Cumbria owning and/or managing around 2000 homes for affordable rent or sale, including acting as Managing Agents for Mitre Housing Association and Lyvennet Community Trust.

Our homes are generally located in areas of strong housing demand and relatively high market values.

Most of our homes cater for general family needs, with around 10% specifically designed for older people.

We also operate 3 extra care schemes, including our flagship 60 unit mixed tenure Heysham Gardens, Carlisle (the first mixed tenure extra care facility in Cumbria) and a number of Assisted Living schemes across Eden.

Tenants and residents are central to what we do, and a range of opportunities are offered and continually refreshed for local people to get involved with our work.

Eden Housing Association's commitment to value for money is integral to delivery of our services and operations as a business and is woven through the delivery of all our aims and objectives.

Our new 2021-2024 corporate plan, 'Succeeding Together' conveys our core mission:  
*To be an outstanding, community rooted landlord and employer shaped by our tenants.*

\*Please see our website [www.edenha.org.uk](http://www.edenha.org.uk) for more information

## Where you will find our affordable homes



### The Eden Valley

Eden is a beautiful corner of Cumbria in the north of England, taking in the lakes and mountains around Ullswater, part of the Lake District National Park and the moorlands of the North Pennines around Alston, an Area of Outstanding Natural Beauty. In between, the River Eden flows through the rolling countryside of the Eden Valley.

For further information, visit [www.eden-in-cumbria.co.uk](http://www.eden-in-cumbria.co.uk)



## JOB PROFILE

**Job Title:** Property Assistant  
**Responsible to:** Asset and Repairs Manager  
**Responsible for:** n/a

### **Purpose of Job:**

To assist the Contracts & Property team with a variety of administrative duties as per their requirements. To provide cover for members of the team where needed. To streamline and create effective processes and protocols to ensure the smooth day-to-day running of the team. To provide an administrative support service to the Property Compliance Team.

### **Key Responsibilities:**

#### **1. Administrative Support**

To streamline all administrative and data functions necessary within the contracts and property team to improve efficiency and effectiveness across the function. To include general administration and data management across the team particularly focussing on planned investment works but also covering cyclical maintenance, facilities management and responsive repairs, as well as our own in-house team Eden Works. To provide an administrative support service to the Property Compliance team, within parameters agreed by the Contracts & Property Manager.

#### **2. Repairs & Maintenance Service**

Assist in the general delivery of the repairs and maintenance services, including managing the team email inbox, mail, calls, follow on requests and assisting the Contracts & Property Manager with complaint handling, liaising with contractors, matching invoices and logging guarantees and accurately updating systems. Also using the relevant system to appoint jobs for Eden Works team.

#### **3. Continuous Improvement**

Develop data quality assurance and quality control processes. Make recommendations for data management and storage.

#### **4. Data Management & Reporting**

Lead on collation of accurate quarterly KPI reporting across the contracts & property team functions, working with IT colleagues when necessary to ensure that reporting required for data collation used in KPI reporting is accurate, efficient and effective.

Regularly review data for inconsistencies and anomalies that could skew results or cause issues in reporting. Work with colleagues to address issues and develop systems of checks and balances as required to ensure ongoing accuracy.

Work collaboratively with others and individually in collating, monitoring, maintaining and cleansing data and documents from primary and secondary sources.

## **5. Budget Management**

Responsible for issuing works and purchase orders and necessary actions in the purchase order system (confirming goods received etc).

## **6. Risk policy and procedure**

Assist in managing the risk of area of responsibility ensuring adequate policies & controls are in place to mitigate any issues whilst ensuring legal and statutory compliance.

### *Generic*

- Comply with the Association Policies & Procedures
- Provide a positive image of the Association to its customers, stakeholders and other relevant outside bodies
- Provide input to the Corporate Plan and Team Plans through participation in Department and Team Meetings
- Consistently live the Association's TIC CODE, ASID test, Customer Commitment and corporate values
- Take responsibility for your own personal development including keeping abreast of emerging legislation, regulation and the external environment
- Undertake any necessary on-the-job training required to develop the skills and knowledge needed to be able to perform to the standard required.

### *Health and Safety*

- The post holder is required to carry out duties in accordance with the Company's Health and Safety policies and procedures including completing investigations and making recommendations following incidents, accidents or near misses.

### *Diversity*

- The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for everybody, including those with protected characteristics as identified by the Equality Act 2010.

### **Other Duties**

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

## COMPETENCY PROFILE & PERSON SPECIFICATION

### Property Assistant

#### 1.0 Influencing and Negotiating

- Works positively with colleagues, customers and partner organisations
- Handles conflict constructively
- Presents information and key points of argument clearly
- Maintains a positive outlook at work

#### 2.0 Interpersonal Skills

- Adapts interpersonal style to suit different people or situations
- Actively engages with team members and other colleagues
- Listens and communicates clearly
- Demonstrates integrity and is respected by others
- Demonstrates an interest in and an understanding of others
- Structures information in a way which meets the needs and understanding of the intended audience

#### 3.0 Strategic Vision

- Analyses and interprets information logically
- Makes rational judgements from the available information & analysis
- Looks at the longer term as well as the present
- Introduces new and creative thinking to strategic issues
- Produces workable solutions to a range of problems

#### 4.0 Embracing Change and Delivering Success

- Suggests and implements changes which improve the performance of the organization
- Focuses on delivering clear outcomes
- Shares expertise and knowledge with others
- Takes responsibility for actions



- Takes the initiative where required
- Recommends workable solutions to problems encountered

### **5.0 Organising and Executing**

- Plans activities in advance and adapts to changing circumstances
- Sets high standards for quality and quantity
- Monitors performance against deadlines
- Works in a systematic, methodical and orderly way
- Demonstrates commitment to the organization
- Complies with statutory obligations and company policy

### **6.0 Customer Service**

- Identifies and clarifies individual customer needs
- Interacts well with all external and internal customers taking into account diverse needs
- Keeps customers up to date and informed
- Deals with customers fairly and equitably
- Seeks to improve processes to benefit the customer

## PERSON SPECIFICATION

### Property Assistant

		Essential (E) or Desirable (D)
<b>Qualifications</b>	Educated to BTEC National Certification / ONC level or A level / city and guilds level 3 or equivalent.	E
<b>Experience</b>	Experience of establishing and maintaining effective administrative and data management functions	E
	Experience of working in a Housing Association	D
	Experience of working in repairs & maintenance or associated fields.	E
<b>Knowledge</b>	Understanding of social housing and the importance of repairs & maintenance services.	E
<b>Skills</b>	Clear written and verbal Communication	E
	Self-motivated	E
	Team working ability	E
	Can do attitude	E
	Flexible and responsive	E
	Approachable	E
	Customer focussed	E
	Non-judgemental	E
	Clear thinking under pressure	E
	Successful negotiator	E
	Making accurate and timely decisions	E
	Resilient in stressful situations	E
	IT Literate	E

## Terms and Conditions (For information purposes only)



### **Salary and benefits**

- £27,538 pro rata (per annum)
- We currently offer membership of SHPS defined contribution pension scheme.
- Sickness scheme depending on length of service

### **Annual Leave Entitlement**

24 Days plus public holidays pro rata

### **Working Hours**

Normal hours of work are 22 hours per week  
(Days and hours to be agreed with Successful applicant)

### **Notice Period**

1 Month

### **Location**

Your main place of work is the office (Blain House) however for an agile working ethos you will be required to work from home as well as the office.

As reasonably requested by your Line Manager and/or Chief Executive we reserve the right to require you to work elsewhere as reasonably required.

## Key Dates and the Selection Process

Closing date for applications:	<b>9am Monday 4 December 2023</b>
Formal interviews:	<b>12 December 2023</b>

### How to apply

Applicants should;

- Complete the application form
- Complete the Equality & Diversity Monitoring Form

Please submit your full application to either of the following addresses:

**By email:** [hr@edenha.org.uk](mailto:hr@edenha.org.uk)

**By post:** Human Resources  
Blain House  
Bridge Lane  
Penrith  
Cumbria  
CA11 8QU

All applications will be acknowledged.