Dear Applicant

RE: Maintenance Inspector

Thank you for your interest in the post of Maintenance Inspector at Arawak Walton Housing Association. Please find enclosed:

1. Advert
2. Job Description and Person Specification
3. Guidelines for completing our application form
4. Staff Structure
5. Benefits of working for Arawak Walton
6. Equality and Diversity Statement
7. Our mission and our values

In addition to the above, the following form can be downloaded separately:

- Application form

Please return your application form to **recruitment@arawakwalton.com**

Alternatively send to **Corporate Services Manager, Arawak Walton Housing Association, Margaret House, 23 Manor Street, Manchester, M12 6HE**

The closing date for applications for the position is **Wednesday 27th June 2018**

You can find further information about Arawak Walton Housing Association on our website: www.arawakwalton.com

Alternatively, if you need any further information or any advice relating to completing the application form, please contact our office on 0161 272 6094.

Yours sincerely

Kirsty Miller
Corporate Services Manager

"promoting diversity, supporting communities"

Arawak Walton is the largest independent black and minority ethnic (BME) housing association in the North West. With its roots in the African Caribbean Community, the association champions the provision of quality affordable homes and services in sustainable multi-cultural neighbourhoods in and around Manchester. With over 1000 homes in ownership and management, our asset base is £55 million and turnover is in the region of £5 million. We are currently seeking a:

MAINTENANCE INSPECTOR
Permanent
35 hours per week
Salary: £23,756 – £28,987 per annum

Reporting to the Asset Manager, you will ideally have a Building qualification, or trade background, with experience in housing maintenance. Responsibilities of this post include: -

- To coordinate, monitor and control the provision of a responsive maintenance service to the buildings owned and managed by the Association, including pre/ post repair inspections.
- To monitor and control works to void properties.
- To provide planned and cyclical services in accordance with Arawak Walton's policies and procedures.
- To promote customer satisfaction, consultation and participation.

The successful applicant will need to demonstrate that they can meet tight deadlines, work effectively as part of a team and be committed to excellent customer service and equality and diversity.

It is essential that you are a car driver / owner or have the ability to travel effectively and in a timely fashion to the association's properties.

For an informal discussion, please contact Ian Heppenstall, Asset Manager 07376252036

To obtain an application pack for this position, email recruitment@arawakwalton.com, telephone our office on 0161-272-6094 or download from our website www.arawakwalton.com.

Closing date for all returned applications is: **5pm on Wednesday 27th June 2018**

Proposed interview date: **Thursday 5th July 2018**

Maintenance Inspector
Job Description

Job Title: Maintenance Inspector

Responsible to: Asset Manager

Responsible for: Support and Guidance of the Asset Management Service on Repairs and Maintenance Matters.

Dept: Asset Management Team

Job location: Margaret House, Manor Street, Manchester, M12 6HE.

Hours of work: 35 Hours per week

With some requirement to work outside these hours to attend specific meetings and to provide telephone and physical response in an emergency.

Objectives of the Post:

- To coordinate, monitor and control the provision of repair and maintenance services to the buildings owned and managed by the Association.
- To provide a basic repair and maintenance services to the buildings owned and managed by the Association.
- To monitor and control planned and cyclical projects and spending within the budget set.
- To provide surveys, specifications and quality control / technical input as required in respect of works on site.
- To provide these services in accordance with Arawak Walton's policies and procedures.
- To promote customer satisfaction, consultation and participation.

Key Tasks

1. Reactive Repair Service

1.1 To ensure that the day-to-day delivery of the reactive repair service is both effective and efficient to a high quality standard.

1.2 To evaluate and assess repair work required and give clear instruction to contractors. Including carrying out pre-work inspections where necessary to determine work required. Also including using the in-house computer system to raise works orders for contractors with appropriate priority and pricing.

1.3 To carry out post work inspections, where required, to assess whether work has been successfully completed to the standard required and to the resident's satisfaction and Stock Condition Surveys (SCS).

1.4 To ensure that the associations policies and procedures for the delivery of a responsive reactive repair service are adhered to.

1.5 To monitor performance on all Key performance indicators i.e. quality, within time period set, customer satisfaction. Collate and present statistical performance data against targets set and identify variances, using computer software models where appropriate.

1.6 To make recommendations to the Customer Services Manager for policy and procedural developments to assist performance improvement and efficiency of the service.

1.7 To undertake basic repair work in accordance with the operatives technical competencies and to work towards gaining skills where these are required by the association (eg EPC Assessor).

2. Out of Office Hours Emergency Repair Service.

2.1 Participate in the provision of an "Out of Office Hours" emergency repair service in accordance with policy and procedure.

2.2 Monitor the delivery of the service and investigate variance from agreed procedures.

2.3 Participate in the delivery of the service together with other staff.

3. Building Insurance Claim Processing

3.1 Inspect and report on potential insurance claims.

3.2 Provide information to the insurance company / loss adjuster as required assisting the processing of the claim.

4. Participation in the Processing of Void Properties

4.1 Inspect void properties, specify works required (to exceed minimum relet standards) and coordinate contractors input to return property “ready to let” promptly.

4.2 Assess the security needs and ensure that adequate security of void properties is provided.

5. Appliance Maintenance Co-ordination

5.1 All properties shall be let to current building regulations.

5. Other Duties

5.1 Assist with the dissemination of the implications and implementation of Arawak Walton’s response to changes in legislation and external guidance that affects the repair and maintenance function.

5.2 Play a supporting role in the development of new management initiatives and business opportunities.

5.3 Make recommendations with regard to the reclaiming of cost from tenants arising as a result of deliberate damage or neglect.

5.4 Represent Arawak Walton at external meetings on Repairs, Maintenance and development related matters.

5.5 Provide reasonable cover for other staff during their absence.

5.6 Advice and guidance of admin support on maintenance matters as required.

5.8 Monitoring and making recommendations in respect of Health and Safety implications of repairs, maintenance and development activity.

5.10 Interact with clients, co-workers and management in a positive, supportive and cooperative way.

5.11 Implement AWHA equality and diversity policies in all relevant parts of the work of the post.

5.12 Comply with the ‘Whistle Blowing’ policy in order to safeguard the Associations interests.

5.13 Any other duties as required by the Customer Services Manager or Chief Executive.

ARAWAK WALTON HOUSING ASSOCIATION

PERSON SPECIFICATION

MAINTENANCE INSPECTOR

AF = Application Form	I = Interview	T = Test

Criteria	Essential	Desirable	Method of assessment
QUALIFICATIONS / TRAINING			
ONC/ HNC Building and/ or a Building Trade qualification		✓	AF
EXPERIENCE			
Have drawn up specifications for minor works/planned, cyclical projects and contractor monitoring onsite.	✓		AF / I / T
Experience in Housing Maintenance		✓	AF / I
SKILLS, KNOWLEDGE AND ABILITY			
Familiarity with common forms of building contract.	✓		AF / I
Able to communicate successfully with lay people (eg tenants) and building industry professionals.	✓		AF / I / T
Experience of establishing and managing administrative systems.	✓		AF / I
Able to write clear technical reports and letters.	✓		AF / I
Basic IT access and software skills.	✓		AF / I
ATTITUDES			
Understanding of sympathy with AWHA's aims.	✓		AF / I
Commitment and support for Arawak Walton's mission statement.	✓		AF / I
Commitment to equality and diversity.	✓		AF / I
OTHER			
Adequate facilities and mobility to travel across the Association's stock to carry out the requirements specified above.	✓		AF / I
Understanding of the importance of team working and willing to play an active role	✓		AF / I

This document sets out the essential abilities and qualities needed by the successful candidate for this post. When completing your application, please demonstrate your understanding and experience of the points set out below.

ARAWAK WALTON HOUSING ASSOCIATION

STANDARDS OF PERFORMANCE

MAINTENANCE INSPECTOR

Maintenance and repair requests should be responded to within the time targets laid down by Arawak Walton.

Repair requests should be accurately and promptly responded to.

Work undertaken by contractors should be of high quality and represent value for money.

Maintenance invoices and certificates should only be approved if properly due.

Ensure that the association meets Health and Safety requirements with regard to the properties managed.

Defects should be progressed with those contractually responsible.

The post holder's building expertise should be used to enable Arawak Walton to set and meet high standards of specification and building.

Guidelines for completing the application form

1. Complete all sections of the application, or explain why you cannot do so. The person specification identifies the particular skills and abilities we are looking for. Remember, however, the people who are doing the short listing will be reading many applications. Try to be brief and to the point.

2. Read through the job description and person specification and ensure that your application gives details of how you meet our requirements. In particular, use "Section 6 – additional information" where you feel your current job tasks are not self-explanatory.

3. Try to give examples of how you meet the person specification. It is not sufficient to put in your application – **"I have the ability to prioritise"**.

   A more useful statement would be – **"My job requires me to work to a timetable of deadlines. If I am asked to do another task, I must ensure I can amend my workload accordingly to fit this in. I take into account the importance of the new task in relation to others before reprioritising my work."**

4. Do not think only in terms of your current job. There may be things you have to do at home, at school or on a voluntary basis that shows that you are able to comply with the person specification.

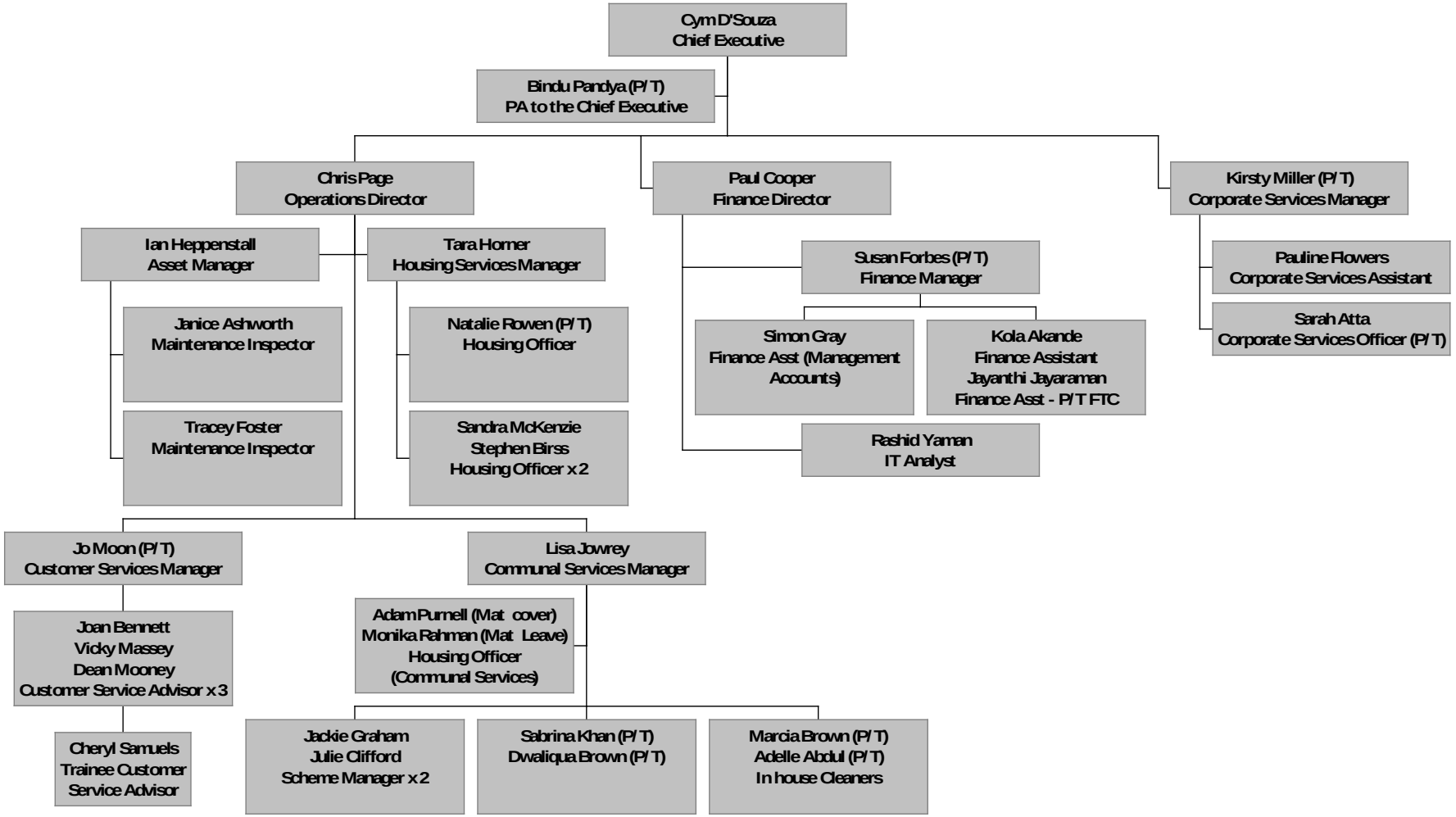
5. When we short list for the post, we want to ensure that you are able to do the job, therefore, tell us about all the experiences and skills you have where they are relevant to the job specification.

6. If there are some parts of the person specification that you cannot do, tell us what you would be prepared to do to attain them e.g. take a college course.

7. If you are unsure about any information provided in the application pack, telephone the office and ask to speak to the Business Support Manager who will connect you to a person who can assist you.

8. If possible get somebody to read your application for you to check that your application reads well, in particular, that spellings are correct and that you have not missed anything important out.

Arawak Walton Housing Association
Staff Structure June 2018



Arawak Walton Housing Association

Equality and Diversity Policy Statement

As an organisation we embrace equality and diversity in all our activities.
We mainstream equality and diversity in everything we do and are vigilant in our continual review and assessment of performance.
We will not allow illegal discrimination to affect the level of performance we provide.

As a Black led housing provider we aim to be a leader in all areas of equality and diversity.

Corporate commitment and governance

We recognise that:

- Board and sub-committee representation should reflect the diverse communities we serve. We will monitor information on Board and committee membership to ensure a diverse representation
- The Chief Executive and Management are committed to participating in equality and diversity activities to drive the strategic goals of the organisation
- The equality and diversity strategy and policy will be annually considered and endorsed at board level
- All reports to Board will be considered for equality impacts by using an equality impact assessment process

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Staff responsibility

- All staff are expected to comply with the organisation's equality and diversity policy
- Staff are expected to be champions in equality and diversity and act in a way which demonstrates the organisation's commitment
- Any form of illegal discrimination will be investigated and all appropriate action taken.

Communication – Access to information

- We recognise that access to information is essential in achieving equality and diversity. We will do everything in our power to make all our communications fully accessible to all the customers and communities we work with
- We recognise that communication with our staff will make a difference in improving performance, and we will take action which makes sure all our staff understand the business case for equality and diversity
- We will make sure all our communication tools such as the organisation's Website, all our publications and any other forms of communication are open and fully accessible

- We will gather customer profiling to ensure we are communicating and providing an appropriate service for all our customer needs.

Recruitment and selection of staff and board

- We have developed a system for recruiting, both for the Board and in employment, which places emphasis on individual skills, abilities and experience rather than on formal qualifications. This will enable a full diversity of people to demonstrate their ability to do a job. Selection criteria contained within the job descriptions and person specifications is regularly reviewed to ensure that they are justifiable and do not unfairly discriminate directly or indirectly, and are essential for the effective performance of the job
- Staff or Board members involved in interviews will have received training in equality and diversity. We will ensure that more than one person is involved in the selection process and where possible that the selection panel is diverse. We are committed to selecting fairly and within our commitment to equality and diversity
- Positive steps will be taken to ensure that knowledge of vacancies reaches all groups who are under represented within the workforce
- Equality monitoring questionnaires will be used for monitoring the selection process to ensure equality and diversity. The analysis of results will be reported to the board annually.

Employment and training and development

- All Board members and staff will receive training to reinforce the organisation's commitment to equality and diversity. An ongoing training programme will take place, which ensures that all new staff understand equality and diversity
- Managers will receive training to support them in the activity of equality and diversity impact assessing all the organisation's policies and processes so the organisation has evidence of all its achievements and outcomes
- Staff who are under represented within management tiers will be encouraged to apply for training and development opportunities wherever possible to enable them to compete on equal terms for jobs and promotion
- All staff training will be monitored and reported to ensure equal access
- Staff will be fully consulted on the development of equality and diversity
- Staff and board members will be briefed regularly on equality and diversity performance achievements.

Partners, Contractors, and Suppliers

- We will only work with partners, contractors and suppliers who have a commitment to equality and diversity. We have a code of conduct, which they are required to comply with
- We are committed to supporting and promoting equality and diversity with all our suppliers, contractors and partners
- We will review our tendering process and supplier policy on an annual basis and will endeavour to ensure an increasingly diverse list of suppliers.

Selection and allocation of housing and other services

- Decision on the selection and allocation of housing and other services will be made in a fair, reasonable and flexible manner
- To ensure implementation of the equality and diversity policy we will monitor all applications and lettings and evaluate and report on outcomes annually
- A complaints procedure will be in place for dealing with incidents of illegal discrimination.

Lettings and service delivery

- We will develop services that meet the needs and aspirations of local communities. We are committed to consult with our customers/tenants to establish their needs and requirements. We will work in partnership with other organisations to ensure that needs are met
- We will monitor and report the satisfaction of our customers with respect to standard of service and accommodation, quality of work etc. We aim to ensure services are suitable for current needs, and will respond to changes in customer and developing communities' needs.

Customer and staff harassment

- Harassment, bullying at work undermines the performance of our organisation and cannot be allowed to go unchallenged. We have a policy to deal with all forms of harassment and bullying of staff or customers, which includes the protection of anyone from victimisation. The harassment and bullying policy considers equality and diversity throughout
- All complaints from staff or customers will be dealt with swiftly and confidentially, and staff will be protected against victimisation from making, or being involved in, a complaint. Intentional false allegations will be considered a form of harassment and dealt with appropriately
- Discrimination, harassment/bullying and victimisation will be treated as disciplinary offences and they will be dealt with under the disciplinary procedure
- Employees have a right to pursue a complaint concerning discrimination, victimisation, or harassment via the grievance or harassment procedures.

Target setting monitoring and *reporting*

- We understand the business case for equality and diversity and will make sure that this will be translated into practice consistently across the organisation. A monitoring system will measure and report on performance and outcomes
- This system includes the routine collection and analysis of information on job applicants and employees in all areas of equality and diversity. Information regarding the self identification of all staff including those who identify as having a disability will also be updated annually
- Action on the outcomes of monitoring will be part of equality and diversity implementation
- Customer profiling will inform all activities and service delivery development
- We will be proactive in setting local equality and diversity standards which are in line with our customers needs.

Protected Characteristics

The Equality Act 2010 listed the following as the nine “protected characteristics”:

Age

Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).

Disability

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment

The process of transitioning from one gender to another.

Marriage and civil partnership

In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. [1] This will also be true in Scotland when the relevant legislation is brought into force. [2]

Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).

Pregnancy and maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Race

Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Religion and belief

Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex

A man or a woman.

Sexual orientation

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

Overview of the benefits of Working for Arawak Walton Housing Association

Benefit
General
Pro-active and expanding, financially stable, community based organisation providing a variety of general needs and supported housing (large enough to make a difference but small enough to provide the personal touch). We provide a range of challenges and opportunities for hard working, dynamic team members and managers.
As a small to medium sized employer, our employees achieve **variety, early responsibility,** the opportunity to **work on their own initiative,** to **work closely with other people** (including senior management) and to **have their work noticed.**
High levels of tenant satisfaction / staff satisfaction
Broad expertise on the Board of management
Work-life balance
25 days leave + Bank Holidays + 3 Days (concessionary leave) to enable Christmas shut down between Christmas Day and New Years Day.
Flexi-time scheme for the majority of staff (dependent on post)
Flexible working options available
Compassionate leave
Additional annual leave purchase scheme
Childcare vouchers
Good maternity/paternity/adoption leave package (6 months' full pay - maternity).
Remuneration
Market-tested salary scales
Market-tested sick pay entitlement
Social Housing Pension Scheme available
Essential/casual car user allowance offered to applicable posts
Mobile phone issued to relevant post holders
Staff uniform
Training and Development
An ongoing commitment to training and professional development
Payment of professional subscriptions relevant to role i.e. CIH/CIPD
Funded/part funded professional qualifications available
Staff conference held annually
Staff and Board conference held annually
Staff Well-Being
Entry level health cash plan (Hospital Saturday Fund) paid for all staff (following completion of the probationary period) by the association. (Individuals have option to upgrade to higher cover level). This allows staff to claim costs back for many dental, medical and optical treatments.
24/7 Access to a confidential external Employee Assistance Program (including helpline and various counselling options)
Free eye-test for VDU users, with contribution to optical expenses
Free annual health check/ Employee MOT offered to all employees.
Misc
Low interest car loan scheme available
Staff room with T.V., microwave etc.,
Air conditioned offices, adjacent to green space but within walking distance of Manchester City Centre and excellent transport links (airport, motorway, rail and bus).
Free off-road car parking and a secure car park available for essential car users.

Mission Statement:

With its roots in the African Caribbean community, Arawak Walton champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods.

Strap line:

Passionate about people

Statement of Values:

1. **We value people;**
We shall listen and respond to the needs of all people involved with Arawak Walton.

2. **We aim high;**
We shall improve the quality of our services.

3. **We are proud of our roots;**
We provide homes, not houses and support and promote our communities whenever we can.

4. **We move with the times;**
We stay alert to changing circumstances and respond to them with imagination and innovation.

5. **We rely on teamwork;**
We look for partners and alliances to help us achieve our aims both inside and outside the Association.

6. **We are keen financial managers;**
We need financial strength and effective financial management to underpin and expand our work; we use our resources to add value and release potential.

7. **We are open and accountable;**
We provide user-friendly information about our performance as a housing association.