

Recruitment Pack

Compliance & Maintenance Officer



March 2023

distinctive/people
HR & OD CONSULTANCY

Contents

1. Welcome Letter from the Chief Executive	3
2. About Grove Community Housing Association	5
3. At a Glance	8
4. What we have achieved	9
5. Grove Community HA Organisation Structure	10
6. Role Profile	11
7. Person Specification	13
8. Terms & Conditions	15
9. How to Apply	16
10. Compliance & Maintenance Officer Advert	17

1. Welcome Letter from the Chief Executive



Dear Applicant,

Now is a fantastic time to apply for the role of Compliance & Maintenance Officer which forms part of the Grove Community Housing Association's Housing & Property Services Team. You will have the skills and experience to work confidently and independently in delivering a high-quality maintenance service. You will work closely with colleagues and the Housing & Property Manager in ensuring homes are maintained to excellent levels of health and safety and are additionally maintained to a good and comfortable standard. You will ensure our continuation of exemplary compliance standards, supported by leading edge, innovative compliance management software and enable strong communities through delivering targeted investment in quality housing and services.

Our small, growing Association has fulfilled many big remits in the past four years, re-structuring and re-establishing itself as a forward-thinking, inclusive and award-winning community-based Housing Association fit for the future. We have achieved strong performance across all of our operational areas, maintaining a sound financial position while investing significantly in residents homes and the local community. This lays a solid base for timely investment in re-shaping and building on our existing staff structure to facilitate enhanced achievement in our plans and commitments to tenants and other stakeholders.

You will be part of a hard-working, fast-paced team significantly contributing to our improvement journey. A team which needs to deliver to a high standard with each role involving a diverse set of challenges, and many interesting opportunities for growth. You will possess the confidence and tenacity to develop and maintain the highest professional relationships with all our contractors, staff and residents and support your colleagues in working in partnership and in harmony. This will improve the outcomes for residents in successfully delivering on our investment commitments to provide warm, safe, modern homes.

We expect you to act with a high degree of professionalism and integrity at all times, embedding our values in all that we set out to do. Alongside our progressive Board and other colleagues, we will formulate fresh targets for a new and ambitious Strategic Plan for 2024-2027. The role provides a great opportunity to truly influence services that are meaningful and improve outcomes for our residents and our organisation. In return, we will invest in personal development and training to support you in delivering your role and reward you with recognition and a high level of job satisfaction.

For over 40 years, Grove Community Housing Association has been a housing provider with a strong community ethos. We currently operate solely in the Grove area, based on York Road, with a mix of quality, affordable, general needs housing of under 250 units. This makes for an easily managed base of assets within a short distance of our local base and minimal travel. We have a proud history which is one of delivering innovative and regenerative housing, greatly enhancing the local built environment and are on target to deliver more with our new housing development.

1. Welcome Letter from the Chief Executive continued

We have renewed our focus on investment in our housing stock. Jointly with our contractors you and your colleagues will continue to develop and deliver on our Asset Management Strategy plans to ensure the deliverables are achieved and approved budgets deliver value for money.

Your key priorities will be to work with the Chief Executive, Housing & Property Manager, colleagues and residents to ensure our homes continue to be safe, comfortable and happy places to live in.

It is an exciting time for North Belfast in terms of urban renewal and regeneration, with much-anticipated investment plans for this part of the city. Together we will consolidate and continually improve our good satisfaction levels among residents by further commitment to refurbishment and improvement schemes and implementing the roll-out of our first new homes in several years.

Together, we will maintain the confidence levels in compliant, safe homes, utilising state-of-the-art compliance software that aids our daily work and management. We are proud of our exceptional achievements in this area, recognised through winning the CIH All-Ireland Housing Awards 2022 for Innovation in Housing. We also invest heavily in staff training and development and professional standards.

We are looking for someone with the necessary property management experience, with the ability to work calmly under pressure in a respectful and approachable manner with all they come into contact to, without exception. You will have genuine empathy for the challenges tenants can face in managing and heating their homes efficiently during challenging times. A pro-active approach in signposting concerns and bringing forward solutions and a willingness to be pro-active in educating around good home management e.g., in addressing mould, energy efficiency will go a long way and enhance tenants lives. You will have a genuine appreciation of the unique role our community-based Housing Association plays in the lives of our tenants and wider community.

You will understand and have experience of improving outcomes for residents, and have a forward-thinking tenant focused ethos. You will possess a proven track record of delivering compliant and responsive property services in economically challenging environments and work in partnership with our contractors who play a highly valued role not only in service delivery and tenant satisfaction but the wider NI economy and employment sector.

There is certainly plenty to do here with a heavy investment in our planned maintenance in our growing organisation at the heart of the community! If this excites you, and you feel you are ready to hit the ground running please apply and we look forward to meeting you. If you would like an informal chat about the roles, or for any questions you may have, please drop me an email noting the best dates/times to contact you.

Thank you for your interest in Grove Community Housing Association, and I look forward to receiving your completed application.

Yours sincerely



Agnes Crawford
Chief Executive

Agnes.Crawford@groveha.org.uk

2 . About Grove Community Housing Association

Grove Community Housing Association was established in 1977 when people were leaving this area of North Belfast due to the poor housing and environmental conditions.

Since then the Association has worked successfully to improve the area through renovating old dwellings and building new homes. As a small community-based organisation, we have a stock of 215 social housing units for rent, allocated through the Common Selection Scheme. We also support residents to be active in their community garden, at the heart of many tenant events.

We are regulated by the DfC and FCA and registered with the Charity Commission of NI.

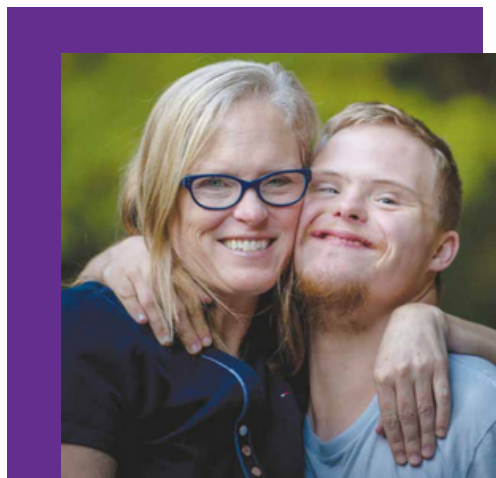
G.C.H.A has demonstrated achievements in the regeneration of the Grove area. We have plans awaiting approval to further increase the stock portfolio and develop 30 new general needs social housing units, including six bungalows for households with a disability, on the site of former Grove Primary School.

We employ a small, experienced team of staff and contribute to the local construction and service industry through contracts to provide maintenance works and associated services such as IT, accountancy and insurance.

The overall control and governance of the work of the Association is provided by the Board of Management. Members of the Board serve in a voluntary capacity and they bring a range of skills and experience to the Association.

Along with the staff team, they share a common commitment to improving housing conditions and life outcomes for all Grove residents.

The Association operates in a complex environment where challenges are varied. The issues facing all social housing providers around capacity and demand are increased in areas with deprivation and disadvantage, particularly so during a cost of living and economic crisis



2 . About Grove Community Housing Association

Our Mission & Purpose

"To Provide Quality Homes and Services for our Tenants and Wider Community".

Our Values

Our values are central to all that we do and guide decision making, behaviours and the way in which we act collaborate with partners within the community in which we work:

Service Focused - we strive to continually improve the beneficial impact for those who access our service range.

Approachability - we continually consider the best way to provide access to our organisation in a way that is friendly and centred on the individual needs of everyone.

Honesty & Integrity - we do the right thing, in the right way, irrespective of the potential for adverse consequence

Accountability - we take ownership for our individual and collective actions with a willingness to change where that is the right thing to do.

Compassion - we approach all situations with human kindness and a willingness to help.



2 . About Grove Community Housing Association

How We Work Together

The way in which we collaborate and work as a team is a strength and test of our resolve to commit to a common purpose. We therefore aim to practice in whatever circumstances we find ourselves a way of working together that maximises our collective talents:



Listen – we 'hear' what others say and consider views before finalising our own



Treat everyone fairly – we give everyone equal consideration and ensure everyone feels valued in what they do.



Develop ourselves and others – our personal best is always just out of reach, so we aim to improve in all we do and support others in that personal goal too.



Work as a team – we value difference, promote collaboration and selflessly work towards our common purpose



Take ownership – we do what is right and own what we do.

3 . At a Glance

We are a small, but growing, community based Housing Association with strong performance across all of our operational areas. We know our tenants well and they speak directly with our Housing and Maintenance Officer teams, we do not use call centres to respond to our tenants needs. Our performance in rental arrears is excellent and turnover is steady. Our stock of general needs homes is in an area of high need and our households are mostly made up of families of working age and retired persons. We have minimal recurring anti-social behaviour and our residents tend to know each other well and provide good support to one another. We have an active 'Tenant Voice Group' helping us improve what we deliver.

Our staff and Board take time to get to know our tenants. Being locally based with our homes within walking distance of our office, we are never far away when a quick home visit is best. This provides reassurance, particularly for our older residents and makes for a friendly, relaxed working environment. See our Annual Review for details on our performance for 21/22. As we approach year end 22/23 we look forward to reporting further successes in how we perform.

Click on the image to view our 2021-22 Annual Review:



4 . What we have achieved

Grove Community Housing Association is a small and proudly fully independent organisation based in inner City North Belfast. By continuing to preserve our autonomy, it has enabled total focus to remain on providing services in the heart of our local community. This has allowed us to ensure investment remains local, and through retaining a strong financially independent position, secures our commitment to the community. Not only have we improved the Grove area and provided homes for many over the years but by stretching our ambitions we have gone on to achieve award winning homes. Our development at Loughview Terrace won the Regeneration Award in the Royal Society of Ulster Architects Design Awards, turning a disused waste ground area into stunning homes. Through our commitment to the environment and to provide economically run homes, a terrace at St. Vincent Street won UK Domestic Retrofit Project of the Year and certification as the first retrofit “Active House” in Europe.

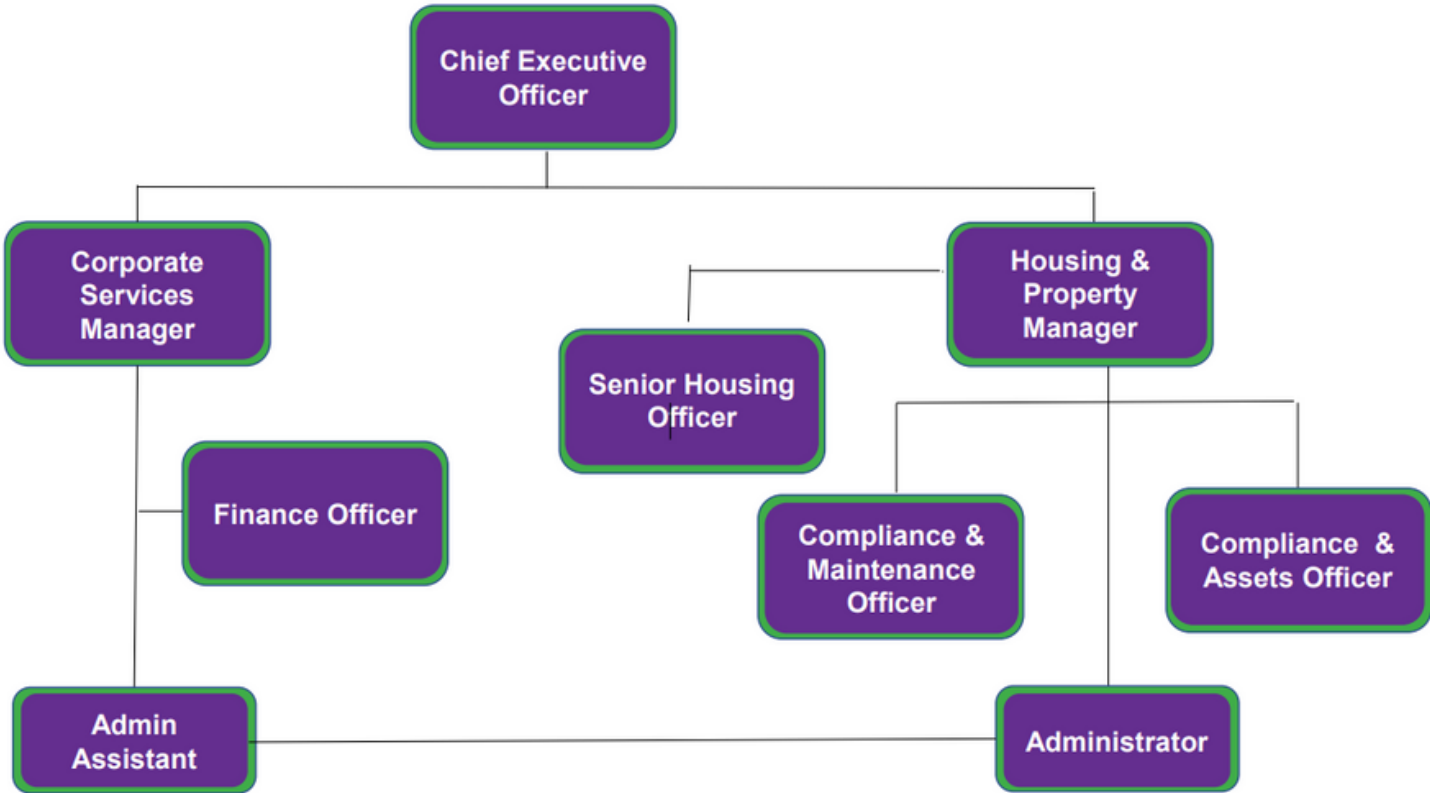
We aim to be an ‘Employer of Choice’. We have an ‘Employee Assistance Programme’ in place and offer family (and pet!) friendly policies and competitive and sector bench marked salaries and excellent terms and conditions. We believe investment in growing and developing our dedicated staff team delivers results to support our strategic goals. Through dedicating time and resources we have provided opportunities for others to develop, learn and engage in our work. We are delighted to support fellow social enterprises, such as the NOW Group, and provide trainee job placements. This has inspired us to support a ‘Grow with Grove’ year long placement opportunity and the rewards have been multiple for all involved.

Through working in partnership we have enabled members of our communities to receive expert advice on benefits, money and employment. This has been achieved through provision of complimentary office space and facilities to North Belfast Advice Partnership three days per week. The positive outcomes achieved for many are immeasurable. We share their ethos of making a real difference where it matters. We look forward to welcoming the CLARE project to share in our space, providing invaluable support services to older people and are excited by the potential to work together to reduce isolation. We have transformed our dull reception area into a cosy Warm Space for people to come in and relax, have a chat and avail of free hot drinks, snacks, wifi and meet friends old and new.

We are a registered Charity and a registered Housing Association with the Department for Communities. We have committed significant time and additional financial resources to enable us to continue to build on these existing achievements; to grow and strengthen in both our governance and operational deliverables. We have restructured our Board with the addition of many new members from a wide range of backgrounds. We provide opportunities and training to our new and existing Board members in their important and valued voluntary roles.

We have developed exciting plans for our future to deliver 30 new highly energy efficient homes. This investment in our local economy and environment will improve life for many.

5. Grove Community HA Organisation Structure



6. Role Profile

Compliance & Maintenance Officer

Reporting to:

- Housing and Property Manager

Direct Reports:

- N/A

Role Purpose & Scope

- To provide an efficient, responsive and excellent customer focused Asset management maintenance service to GCHA customers.
- To ensure the Association's asset base is maintained and developed to a high standard to meet the needs of tenants and staff.
- To ensure a high level of compliance across all assets and a pro-active, solutions focused approach to all areas of health and safety.

Duties & Responsibilities

Role Deliverables

- Maintain and develop positive working relationships with external agencies such as; Contractors, Fire Authority, Health and Safety Executive, Building Control, Environmental Health, HMO and other housing providers, etc.
- Liaise with tenants to promote knowledge of the maintenance service, planned works and facilitate greater information, involvement and choice.
- Ensure that contractors adhere to contracts and Health & Safety Policies and where appropriate method statements and legislation.
- Brief, liaise with and co-ordinate consultants as required.
- Ensure that emergency and urgent maintenance is effected quickly during defects liability period and that all outstanding defects are rectified in conjunction with housing development staff by the end of that period.
- Prepare written reports as necessary including risk assessments, audits and surveys, making recommendations and solutions.
- Ensure compliance with statutory requirements, codes of practices, British Standards and legislation in all property related areas.
- Gather and prepare information on the Association's Property asset base.
- Organise service contracts for all specialist equipment and other appropriate services.
- Provide a seamless responsive repairs service, conducting any required pre and post inspections and raising of orders and follow through to meet KPI's.
- Review and process invoices for payment, applying appropriate levels of scrutiny and challenge ensuring value for money at all times.
- Assist in the drafting and review of policies and procedures.
- Carry out regular and ad-hoc inspections of The Associations property and external grounds and pro-actively ensure maintained to a high standard.



6. Role Profile

Compliance & Maintenance Officer

- Work closely with the Housing team to ensure seamless service delivery to tenants and swift turnaround of voids.
- Play an active role in the delivery of the Association's Asset Management Strategy.
- Take a pro-active approach to supporting the development of a flourishing and attractive Community Garden for the benefit of residents.

Compliance and Risk

- Be proactive in providing the CEO and Housing & Property Manager with the necessary information to maintain effective oversight in a timely manner.
- Continuously assess and consider risk within the GCHA Risk Framework and actively implement improvement measures to mitigate risks to customers, property, staff, finances, and organisational reputation etc.
- Ensure personal compliance with key policy and procedure in areas such as asset management, health and safety; equalities and diversity; data protection; code of conduct and all other statutory requirements which are routinely checked for compliance.
- Ensure contractor compliance with statutory obligations i.e. gas safe registered engineers and delivery of contract obligations.

No role profile can be entirely comprehensive, and the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required.

7. Person Specification

Compliance & Maintenance Officer

Qualifications

- HND, RICS, or equivalent professional qualification.
- Or qualified by experience.
- Autocad and/or Clerk of Works certification would be an advantage.

Experience

- Indepth experience in the surveying, project maintenance/ refurbishment, contract management, building design service.
- Extensive experience of conducting diagnostic pre inspections and follow up post inspections of work quality by contractors and experience in constructively managing any recalls and snagging/defects, ensuring value for money at all times.
- Experience in Health and Safety obligations and conducting Risk Assessment. Knowledge of CDM regs.
- Experience of preparing schedules of work for voids/improvement works and overseeing timely delivery
- Experience of preparing planned maintenance programme
- Experience of response repairs and cyclical servicing works including works of a statutory compliance nature.
- Working knowledge of Measured Term Contracts, contract management experience and procurement.
- Working knowledge of Schedules of Rates.
- Working knowledge of contracting procedures including life cycle costs and investment appraisals.

Skills and Knowledge

- Knowledge of the social housing sector and operations would be an advantage.
- A time served building trade background would be an advantage.
- Tenant and community focused with the ability to build relations and deliver high levels of satisfaction.
- Highly developed IT skills including Microsoft office, particularly excel and bespoke housing software.
- Highly developed planning and organising skills.
- Able to maintain a high degree of professional boundaries, integrity and confidentiality in client/contractor relations and knowledge of social housing contractors.
- Ability to interpret stock condition survey data and technical reports into timely planned work programmes.
- Strong communication skills across a range of stakeholders including tenants.
- Clear focus on working to deadlines and Service delivery.
- Able to work as part of a team.
- Negotiation skills and ability to deal professionally and constructively with contractors.
- Able to work on own initiative.
- Able to work in a flexible and creative way with a positive 'can-do' attitude.
- Knowledge/skills in gardening and attractive grounds maintenance would be helpful in advising on the development of our Community Garden.

7. Person Specification

Compliance & Maintenance Officer

Other

- A strong commitment to Equality & Diversity
- Understanding and empathy with the organisation's aims and values.



8. Terms & Conditions



Salary

- Pt A £35,032.74 to £37,873.24 (from April 2023)



Annual leave

- Generous annual leave entitlement.



Flexible Working

- Hybrid working.
- Flexible working to suit business needs.
- Fantastic offices with a small friendly team from a range of backgrounds.



Pension & Financial

- NILGOSC pension.
- Perks Discount saving card.
- Funded Healthcare scheme.



Health & Wellbeing

- Healthcare and wellbeing support and initiatives.
- Family (pets are family too!) work policies.



Learning & Development

- Training/CPD opportunities/professional development.
- Professional membership support e.g. CIH, RICS.
- Volunteering opportunities.
- Inclusion in the shaping of the organisation and tenant services.

9. How to Apply

Read the pack carefully: Before doing anything, make sure you know what we are about and what the role involves.

Polish up your CV: Ensure it tells us what you can bring to the role and organisation. But make sure it's no longer than three pages!

Answer our three questions on video or by submitting a supporting statement: Answer the following 3 questions via [Willo video](#) (1 minute per question) or by submitting a written supporting statement (no more than 2 sides of A4):

1. What skills and experience will you bring to the role if appointed?
2. Why will your contribution be particularly valued in a community based association?
3. What personal qualities can you evidence that makes you an effective team player within a small team?

Willo Support: If you encounter any issues whilst completing your video interview, please email Willo Support who will be able to assist you: support@willotalent.com

Send it all into us before the deadline: Answer the video questions and send your CV, **with the role in the subject bar**, to:

recruitment@distinctivepeople.co.uk by 9am on Wednesday 12th April 2023.

Please also fill in the [Equal Opportunities Monitoring Form](#) and [Declaration Form](#) and return them with your CV.



10. Compliance & Maintenance Officer Advert



Compliance & Maintenance Officer Grove Community Housing Association

North Belfast -£35 - £37k (with effect from April 2023) - Hrs 30 or 37 per week

We are looking to appoint a maintenance professional with a proven track record of expertise alongside the ability to deliver technical solutions with a community based housing provider. You will work as part of a small, dedicated team, striving to keep our tenants satisfied and happy by ensuring their homes are expertly and timely serviced, well maintained and energy efficient. You will also work alongside our contractors ensuring they deliver and meet our high expectations. You will play a key role in delivering on our ambition, goals and values.

We invest in all of our employees and offer a great place to work where your expertise makes a difference, daily. Take a look at the candidate pack which can be accessed at www.distinctivepeople.co.uk/vacancies In addition, why not have a confidential discussion with our retained HR specialists, Distinctive People on 07944-411484.

Closing date for applications is 9am on Wednesday 12th April 2023.



Key Dates

Closing Date: 9am on Tuesday 11th April 2023

Interviews (face to face in Belfast): Friday 21st April 2023

Interested? For an informal conversation about the role please contact:

Mark Glinwood

Partner

Distinctive People HR & OD Consultancy Ltd

Mobile: 07944 411 484

Email: mark.glinwood@distinctivepeople.co.uk

<https://groveha.org.uk/>

