

15 July 2010

Dear Applicant

**Re: Post of Responsive Repairs Team Leader  
Asset Management Team, Nook Street, Workington**

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Thank you for your interest in the above post, I enclose the following:

- application form
- diversity monitoring form
- job description
- person specification
- terms and conditions of service
- information about the Association
- information about contract hire car
- diversity policy
- guidance notes
- information about the team
- copy of the advertisement
- information about relocation expenses

The closing date for applications is **Tuesday 3<sup>rd</sup> August at 12.30 p.m.** and interviews will be held on **Thursday 12<sup>th</sup> August 2010**. In line with **Postal charges which now apply to the size and weight of letters e.g. large letters (A4)**, please ensure that you have the correct postage paid, failure to do this may result in us receiving your application late, as the post office will not deliver until we have paid the under paid postage and a surcharge of £1.30. If your application is received late then we will not be able to consider it.

***Please note that all applicants invited for interview will be notified by Monday 9<sup>th</sup> August 2010. To keep costs down, we are unable to respond to those applicants who are not selected for interview, therefore, if you have not heard from us by this date, then, unfortunately, your application has been unsuccessful.***

Impact aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

We wish to point out that the application form will be assessed during the shortlisting stage as to how far it meets the items outlined in the person specification. We have included a code on the person specification to indicate how we will be assessing each of the attributes required. Please bear this in mind when completing your application form to highlight how your experience/knowledge/skills meets the requirements outlined.

We would be grateful if you would complete and return the diversity monitoring form with your application form.

Yours sincerely

Julie Canfield/Catherine Oliver  
ADMIN ASSISTANT (HUMAN RESOURCES)  
Encs.



- **More than just a Landlord**

**Responsive Repairs Team Leader  
Asset Management Team  
Based at Head Office, Nook Street, Workington**

**Full Time – 37 hours per week  
Salary : £26,734 p.a. – £30,725 p.a.  
Plus Contract Hire Car/Essential Car User Status**

Following an internal restructure, we are now looking to recruit a Responsive Repairs Team Leader to deliver our responsive maintenance to the Association's customers across the County. You will be part of the new Asset Management Team, and be assisted by 3 Repairs Assistants. This is an exciting opportunity to help reshape our responsive repairs service and the ideal candidate must have:

- Experience of managing a responsive repairs service, including contract management and building defects diagnosis.
- Experience of managing a substantial budget for a demand-led service, and actively promoting value for money.
- Experience of managing staff.
- Advanced IT skills and excellent interpersonal and communication skills.
- A strong customer focus.
- HND Building Studies or equivalent or a building trade qualification.
- Full current UK valid driving licence.

This is a Cumbria wide role which will require the postholder to work around the County, with a main office base in Workington. The successful candidate will also be required to work outside normal office hours on an occasional basis and be able to respond to occasional out of hours emergency calls.

In return we offer 8 weeks annual leave (including Bank Holidays), a contract hire car, a generous final salary pension scheme, childcare vouchers, Cycle to Work and healthcare schemes. A relocation package may be available to the successful candidate.

To find out more about this position and Impact Housing Association please download an application pack online at [www.impacthousing.org.uk](http://www.impacthousing.org.uk) Alternatively contact Julie Canfield/Catherine Oliver, telephone 01900 842145 (24 hour answer machine) or E-mail: [vacancies@impacthousing.org.uk](mailto:vacancies@impacthousing.org.uk)

**Closing Date** : **Tuesday 3<sup>rd</sup> August 2010 at 12.30 p.m.**  
**Interviews** : **Thursday 12<sup>th</sup> August 2010**

Please note CVs alone will not be considered.  
Impact operates as a charity



**We particularly welcome applications from ethnic minority groups and people with disabilities as they are currently under-represented within the organisation.**

**Type Talk is available on 18001 – 01900 842100. We can provide information in other formats. Please – just ask.**

## **IMPACT HOUSING ASSOCIATION JOB DESCRIPTION**

<b>POST TITLE: Team Leader (Responsive Repairs)</b>	<b>SCALE: Officer Grade</b>
<b>REPORTS TO: Asset Manager</b>	<b>JOB ANALYST: Bettina Hoppe- Glahome, Claire Mills</b>
<b>DEPARTMENT: Asset Management</b>	<b>DATE: May 2010</b>

### **JOB PURPOSE**

To manage and co-ordinate the provision of the centralised repair enquiry and ordering service, maintaining a consistently high standard of both responsiveness to customer enquiries and technical control of repair work.

To enable customers to contact Impact HA with a wide range of general housing queries, and ensure that customers receive a high quality and informed service at all times.

Provide clear direction, effective leadership and support to staff; developing a leadership style and culture that encourages and motivates staff to enable the provision of excellent services.

To work with customers and other Impact Staff to deliver and monitor the requirements set out in our Customer Offer.

To work with customers and other Impact Staff to prepare and develop our Annual Report and Self Assessment to Stakeholders and Customers.

To work effectively and flexibly across the Asset Management Team

### **DIMENSIONS**

Staff managed: Repairs Officer and Repairs Administration Assistants (3 posts)

Budget responsibility Responsive repairs budgets.

Scope/volume of work: Effective delivery of the responsive repairs service

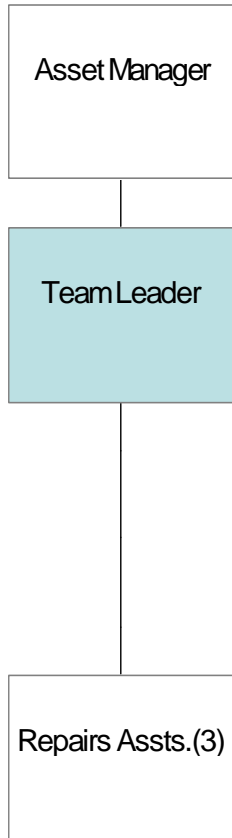
### **PRINCIPAL ACCOUNTABILITIES**

1. To manage and lead a team contributing to the achievement of Impact HA's objectives in relation to customer contact. This includes the development, management and review of arrangements to provide a dedicated help desk to respond to all telephone and electronic media enquiries.

2. Ensure that the central contact centre provides the highest level of customer service in its transactions with residents, contractors and the Association's staff, promoting a culture that believes customer care and their needs are paramount.
3. Ensure that the team is able to communicate effectively with people at all levels, especially with vulnerable clients and those who are in difficult or potentially contentious circumstances. The post-holder will also be required to deal with contractors and other service providers to resolve complaints/disputes.
4. Monitor the receipt of and progress of enquiries and orders placed through the repairs ordering system, ensuring that value for money is achieved through accurate evaluation and commissioning of repairs works.
5. Prepare reports in respect of the repairs service covering both the Association and contractors' performance, advising contractors and the Association's staff where performance is failing to meet agreed service levels.
6. Ensure expenditure is properly recorded with invoices correctly coded and cross-referenced to works orders.
7. Provide operational training and advice to the contact centre team and other members of staff within the Association who use the service to ensure that the service to customers is maintained at a consistently high level both at normal and peak periods.
8. Manage budgets and resources to ensure that performance and financial targets are met.
9. Provide operational training and advice to the out of hour's service provider for both emergency repairs and general repairs.
10. Monitor the quality of service and performance of the out of hour's service provider in respect of emergency repairs and general repairs ordered on behalf of the Association.
11. Contribute to the out of hour's rota for management enquiries.
12. Liaise with other Asset Management and Housing Management team members in respect of all issues covered by the central contact centre.
13. To monitor performance and the effectiveness of the service
14. Provide effective contract management to the repairs service and in conjunction with the Asset Manager develop partnering arrangements to expand and improve services to customers.
14. To keep informed and updated on good practice and statutory and regulatory requirements and implement as necessary.
15. To contribute to the work of the Asset Management team, including setting the annual plan.
16. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the Impact Blueprint key ambitions.

17. Undertaking all duties in accordance with Impact's Diversity Policy, and all other relevant policies and procedures.
18. To undertake health and safety duties in line with all Impacts Health and Safety policies and arrangements; in particular carrying out and reviewing risk assessments relevant to your service provision and locations and implementing relevant control measures.
19. To utilise all specialist IT systems, available for the service. This will include performance management and monitoring systems (SHAIP) as well as IBS systems.
20. To be proficient in Microsoft Office applications – especially Word, Outlook and Excel.
21. To carry out any other duties consistent with the purpose and grade of the post and ensure that the best possible standards of service delivery are maintained.

**ORGANISATIONAL CHART**



**SIGN OFF**

**Job Holder:**

**Signature:**

**Date:**

**Line Manager:**

**Signature:**

**Date:**

## PERSON SPECIFICATION FOR TEAM LEADER (RESPONSIVE REPAIRS)

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<b>Education/Qualifications</b> <ul style="list-style-type: none"> <li>• Good standard of general education to GCSE level (or equivalent) including literacy and numeracy</li> <li>• Degree level education or equivalent through relevant training/experience</li> <li>• HND Building Studies or equivalent or building trade qualification</li> <li>• Management qualification</li> </ul>	Essential  Desirable Essential Desirable	Application Form  Application Form Application Form Application Form
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of managing, co-ordinating and developing staff</li> <li>• Hands-on experience of an information technology based customer service</li> <li>• Experience of building internal and external relationships</li> <li>• Managing responsive repairs service including contract management and building defect diagnosis</li> <li>• Experience of managing a substantial budget for a demand led service</li> </ul>	Essential Essential Essential Essential  Essential	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview  Application Form/Interview
<b>Practical and Intellectual Skills</b> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Advanced IT skills</li> <li>• Ability to analyse data and trends</li> <li>• Actively promote value for money and efficiency</li> <li>• Wide knowledge of an information technology based customer service</li> <li>• Understanding repairs costing</li> </ul>	Essential Essential Essential Essential Essential Essential	Application Form/Interview Interview/References Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
<b>Development</b> <ul style="list-style-type: none"> <li>• Willing to develop own skills and evidence of personal development</li> <li>• Evidence of ability to develop others</li> </ul>	Essential Desirable	Application Form Application Form/Interview
<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• Appreciation of, and commitment to, equality and diversity in all aspects of Impact Housing's activities</li> <li>• Appetite for transformational change</li> </ul>	Essential  Essential	Application Form and References Application Form/Interview

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<ul style="list-style-type: none"> <li>• Tactful and diplomatic, and able to advise customers in a sensitive and coherent manner</li> </ul>	Essential	Interview
<ul style="list-style-type: none"> <li>• Ability to work flexibly</li> </ul>	Essential	Interview
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls</li> <li>• Full drivers licence valid for the UK</li> </ul>	Essential	Application Form
	Essential	Application Form



## **Responsive Repairs Team Leader Additional Information**

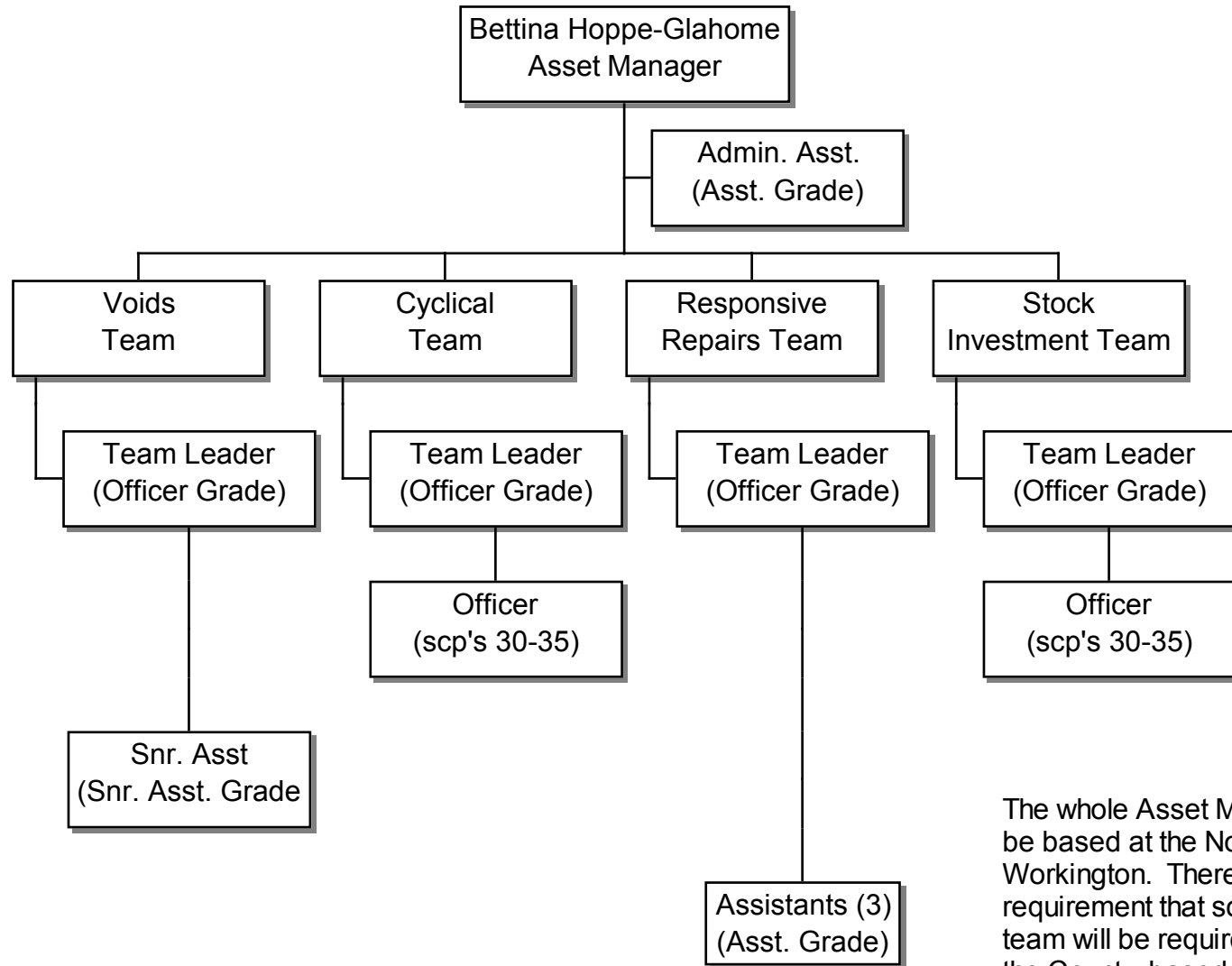
The Association owns and manages approximately 2500 units of accommodation spread throughout all areas of Cumbria. The biggest concentrations are found in West Cumbria and Carlisle; however our stock in the South Lakeland area is expanding and we will shortly be taking hand-over of 6 units in Lancashire.

The stock is varied, ranging from pre-1919 terraced housing to all types of new build. The association provides specialist supported accommodation for a range of needs groups and owns a number of frail elderly schemes. In addition we provide 200 units of student accommodation in Carlisle.

Most of our stock is for rent, however there are a small number of leasehold properties as well as shared ownership and shared equity accommodation throughout the county.

The Asset Management Team is a new team, which brings together all aspects of repairs and maintenance activities. including responsive repairs, cyclical work streams, stock investment programmes and stock surveys. The Responsive team leader will be one of 4 Team Leaders; each with a small team and Admin support. A structure is attached

## Final Draft Asset Management Staff Structure



The whole Asset Management team will be based at the Nook Street offices in Workington. There will be however a requirement that some staff within the team will be required to work across the County, based at other Impact sites as appropriate.



## Information Sheet – Car User Status

Subject to undertaking minimum mileage requirements, the post of Responsive Repairs Team Leader attracts contract hire/essential car user status. The minimum mileage required to be eligible for essential user status is 2,000 business miles per annum, and also requires regular usage, that will normally be daily. For a contract hire car the minimum mileage is 3,500 business miles per annum. There are conditions – linked to our environmental agenda - if you wish to apply for an Impact interest-free car loan or contract hire car. These are that the car cannot have a higher emissions level than 150gms CO<sub>2</sub> / km. This meets the current definition of a “green car”.

For contract hire car users, a review of business mileage levels will be undertaken towards the end of every 3 year term for car status purposes. For essential car users, a review of business mileage levels will be undertaken annually, and if your business travel has reduced to below the eligibility criteria then car user status will be varied automatically by one month's notice, with no compensation payable.

The contract hire car benchmark value is £300 + vat per month for any contract hire car meeting the emissions criteria, with two exceptions, the Honda Civic Hybrid (1.4 engine) or Honda Insight Hybrid (1.3 engine) that can be acquired as a contract hire car at no additional cost. There are a range of vehicles within this restriction, inc family vehicles, sportier hatches and practical people carriers, but the car must be able to carry 5 adults.

The essential car user allowances @ 1<sup>st</sup> April 2010 are as follows:

	451-999 cc	1000-1199 cc	1200-1450 cc
Lump sum per annum	£846	£963	£1,239
Per mile first 8,500	36.9p	40.9p	50.5p
Per mile after 8,500	13.7p	14.4p	16.4p

The current contract hire car mileage rate is 16p per mile. A monthly insurance allowance of £35.00 per month (currently) is also payable to contract hire car holders.

July 2010.



## RELOCATION EXPENSES

### 1. Eligibility

This scheme applies to all newly appointed employees who on appointment live outside Cumbria. However, we are prepared to discuss re-location expenses for new staff already living within the County. This will normally be for staff who live beyond what is deemed a reasonable travelling distance from their normal place of work. The final decision on eligibility rests with the HR Director, or in his absence the Chief Executive. If you are in any doubt – please check with HR before entering into any commitments!

### 2. Assistance Available

#### Relocation Grant – Conditions of Assistance

- The maximum assistance available for the Responsive Repairs Team Leader post is £4,000.
- In normal circumstances, all claims should be submitted within 6 months of commencement of employment.
- In exceptional circumstances this period may be extended.
- All claims should be accompanied by receipted accounts. In cases of large amounts, i.e. over £500 we may pay bills directly.
- The £4,000 is a maximum limit, inclusive of any VAT.
- Staff who receive relocation expenses under this scheme, will be expected to repay a proportional amount on the following basis :
- The full amount claimed, if the employee leaves within one year after commencing to claim; or
- One twenty-fourth of the full amount granted, if the employee leaves within 2 years of commencing to claim, for each uncompleted month before the two year period ends.

#### Scope of Claims

Acceptable claims will normally fall within the following headings:

- Fees for Purchase / Sale – legal, estate agents, survey fees etc.
- Removal expenses – either by recognised removal firms, or for van hire costs, where you choose to move yourself.

- Settling in Costs – carpets, curtains, fixtures/fittings and other incidental expenses e.g re-fitting of these items. This would not normally cover the costs of purchasing any new items of furniture or household appliances. It would also cover the costs of any temporary storage costs incurred between permanent property moves.
- Lodging / Travel Allowances – where a new employee needs to lodge / rent, prior to purchasing a property. Alternatively, where a new employee continues to travel daily from their old home, rather than securing local, temporary accommodation, then a mileage claim for this home to work can be claimed at the contract hire car travel rate.

**N.B.** – Based on the available information we do not believe that there is any tax liability for any expenses payable within the parameters of this scheme. However, it is up to each individual employee to satisfy themselves that this is correct in their individual circumstances.

Any enquiries in relation to the scheme, should initially be directed to either the Senior Human Resources Officer, or the HR Director.