

16<sup>th</sup> May 2019

Dear Applicant

Re: Post of IT Service Officer

---

Thank you for your interest in the above post. The following documents are available for your information and will assist you with your online application, these can be found by clicking the job title in the jobs section of our website [www.impacthousing.org.uk/latestjobs](http://www.impacthousing.org.uk/latestjobs) :

- Role profile – containing job description, person specification and valued behaviours
- guidance notes
- copy of the advert

The following documents can be found on the right hand side of the jobs section on our website [www.impacthousing.org.uk/latestjobs](http://www.impacthousing.org.uk/latestjobs) which are also available for your information and which may also assist with your application:

- [privacy policy](#)
- equality and diversity policy
- recruitment of ex-offenders
- terms and conditions of employment

The closing date for applications is **Monday 3<sup>rd</sup> June 2019**. The date for interview is **Wednesday 12<sup>th</sup> June 2019**. 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 Wednesday 5<sup>th</sup> June 2019 therefore, if you have not heard from us by this date, then, unfortunately, your application has been unsuccessful.** If you would like feedback on your application, please contact us on either 01900 842145 or email us at [vacancies@impacthousing.org.uk](mailto:vacancies@impacthousing.org.uk)

Impact aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates. Criminal records will only be taken into account for recruitment purposes only when the conviction is relevant, which will normally be with regard to the protection of children and vulnerable adults. Unless the nature of the work demands it, you will not be asked to disclose convictions which are "spent" under the Rehabilitation of Offenders Act 1974. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the circumstances and background to your offence(s).

---

**IMPROVEMENT THROUGH ACTION**

**Head Office:** Nook Street, Workington, Cumbria CA14 4EH

Telephone: 03448 736290 | Text: 07946336336 | Web: [www.impacthousing.org.uk](http://www.impacthousing.org.uk) | Email: [vacancies@impacthousing.org.uk](mailto:vacancies@impacthousing.org.uk)

Industrial & Provident Society No. 21411R. Impact Operates as a Charity

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 meet the requirements outlined.

If you have any queries please contact Julie Canfield/Lynda Mossop on 01900 842145 or alternatively email [vacancies@impacthousing.org.uk](mailto:vacancies@impacthousing.org.uk)

Yours sincerely

Julie Canfield/Lynda Mossop  
Human Resources Assistant



**IT SERVICE OFFICER**  
**Full Time: 37 hours per week**  
**Base of Work: Head Office in Workington**  
**Salary £31,935 p.a. - £34,580 p.a.**  
**(Fixed Term Contract for 24 months)**

We are looking for an experienced individual to join our small IT Team providing system support and development to the organisation's Housing Management & Finance System and Microsoft SQL database systems.

We are looking for someone who has experience of working in IT and who is an enthusiastic problem solver with skills in database management & housing management systems and is willing to get involved in a wide range of projects to meet our organisational needs.

At Impact, we go that extra mile for our people; we offer a work environment which is stimulating, fast moving and supportive, giving you the chance to use your skills and develop new ones within a high profile Group. If you share our valued behaviours and are ready to be part of our exciting journey, please tell us what you can bring to Impact and what is great about you.

We value diversity and therefore welcome and encourage applications from all backgrounds.

Due to the requirements of the role, the post holder must possess a full valid driving licence and have access to a car for business purposes, as some travel to our sites across Cumbria will be required.

**Closing date: Monday 3<sup>rd</sup> June 2019**  
**Interviews: Wednesday 12<sup>th</sup> June 2019**

For further details about this post and to apply, please visit our website at [www.impacthousing.org.uk/latestjobs](http://www.impacthousing.org.uk/latestjobs) and follow the link to our online recruitment system. If you experience any problems with this please telephone 01900 842145.

Please note CV's will not be considered/acknowledged.

 Follow us on Twitter @impacthjobs



## Online Application Guidance Notes

Please read these guidance notes carefully before completing your job application and use Internet Explorer (not Safari, Firefox etc.) when accessing our online system.

### Registering for the first time with the Impact Housing jobs page

When you first log into our online application form you will be asked for your personal details. Once you have completed this section **please ensure you click 'Save details' at the bottom of this page before continuing, otherwise, the information you have entered will be lost.** You can then choose to complete the sections down the left hand side (Job History, Qualifications and Referees) or return to them at a later date when you wish to complete your application.

When you are satisfied that these sections have been completed click on '**view all of our vacancies**' on the left hand side of the page and click 'apply for vacancy' under the job you are interested in. You will then have to complete a list of additional questions that are specific to that role. Please be advised that you can save your application form and return to it at any time prior to the closing date by clicking 'Save Application' at the bottom of the page. **When you are satisfied you have completed this 'Job Details' section please ensure you click 'Submit Application' to submit your application.** Remember to make a note of your login and password for future reference.

### Returning to a saved application or completing an application when you are already registered with the Impact Housing jobs page

If you choose to return to an application at a later date, or you have previously registered and are applying for a different vacancy, please ensure you work through all the sections listed on the left hand side of the screen, as you may not have entered this information at the time of registering or information may have changed which needs to be updated.

-  View My Details
-  View My Job History
-  View My Qualifications
-  View My Referees

**Please ensure you click 'Save all records' at the bottom of each page before continuing, otherwise the information you have entered will be lost.**

When you are satisfied that these sections have been completed click on '**view all of our vacancies**' on the left hand side of the page and click 'apply for vacancy' under the job you are interested in. You will then have to complete a list of additional questions that are specific to that role.

Please be advised that you can save your application form and return to it at any time prior to the closing date. This can be done on the homepage by clicking;

 View My Applications

This must be submitted prior to the closing date otherwise your application will not be included for short listing. Once submitted you will receive an email to confirm this.

**Please note that once an application has been started the vacancy will no longer show up in the vacancies list when you are logged in. If you wish to view the vacancy details click 'view vacancies' on the login page.**

## General online application form tips

- Please use Internet Explorer when trying to access the page.
- When navigating the page please ensure you use the buttons on the webpage and not the web browser back button as this will affect your application when trying to save.
- Due to quirks of the system please always choose 'Home' as the address type for your referees even if it is an office address.
- Please ensure you enter a 'level' for each qualification entered otherwise these will not save i.e. GCSE, CSE, A-Level etc.
- The application form and additional information 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. You should use the 'additional information' section to clearly explain how your particular skills, knowledge, values and behaviours, experience and qualifications compare with the requirements of the person specification. You can demonstrate these requirements from your professional, voluntary or spare time activities. Please note the text boxes will expand to include as much detail as you wish in this section.
- All applicants must complete the employment history section leaving no gaps in employment unaccounted for. Indication of time off for a career break, for caring responsibilities, for study or travel or absences from work due to a disability will not prejudice your application in any way. If you are still in employment please leave the leaving date box blank for that job.

## What happens next with my application?

### Short listing

All applications received by the closing date will be shortlisted. This process involves comparing the information you have provided on your application form with the requirements of the person specification. The shortlisting panel will consider the overall quality of the applications and those applicants that best meet the essential and desirable criteria will be invited to interview.

The Diversity Monitoring section of the form will be used for monitoring purposes only - it will NOT be used as part of the shortlisting or interview process.

***Please note that all applicants invited for interview will be notified in writing. Unfortunately applicants who have not heard from us by the date specified on the accompanying letter have been unsuccessful with their application – no further correspondence will be sent.***

### Interview Stage

Once candidates have been invited to interview the scores obtained at shortlisting will not contribute to the interview process. All candidates invited for interview will be notified in writing and asked to confirm their intentions to attend.

### **Further Assistance**

If you require further help or assistance with the application form or if you would like the application pack in an alternative format e.g. large print, braille, audio or another language, please do not hesitate

to contact a member of the Human Resources Team on 01900 842145 or 03448736290 or e-mail [vacancies@impacthousing.org.uk](mailto:vacancies@impacthousing.org.uk).