

**Local Needs, Local Solutions, Local Services**

Our ref: MM/ps  
Date as Postmark

Dear Applicant

**Position: Performance Officer (0710)**  
**Closing Date: 6<sup>th</sup> August 2010**

Thank you for your enquiry in respect of the above post and I enclose an Application form together with supporting documentation.

If you wish to be considered for this position, please note the closing date for receipt of applications.

Yours faithfully

**Pat Simpson**  
**Personnel Assistant**



## Local Needs, Local Solutions, Local Services

### A Brief Description

Christian Action (Enfield) Housing Association was established in 1966 by a group of local Christians who were concerned about the plight of homeless people. Our first home was in Winchmore Hill and was purchased to provide homes for single parent families. We have recently moved to new offices at Enfield Island Village.

We welcome people from all backgrounds, and from any faith, to our committees, to our staff and to our homes.

We work in four North London Boroughs: Barnet, Enfield, Haringey, and Waltham Forest. We manage over 1,400 homes and have assets (at cost) of over £92 million.

We now have a diverse range of housing activities, each catering for a particular local need. Almost one third of our households include people above retirement age, we manage five sheltered housing schemes for rent, and one leasehold sheltered housing scheme. Most of our homes are for families or couples and have either been newly built in small estates or are street properties which have been purchased and rehabilitated and/or converted. We have also developed Single Homeless Project where we lease property from private landlords and provide supported homes and life skills training to vulnerable single homeless people. Our Enfield Foyer in Fore Street Edmonton, has expanded our work with young single people.

We work in close partnership with local authorities to ensure that we continue to meet local needs. Partnerships are also important with other agencies and other housing associations. We will continue to be active partners in consortium developments where volume construction can keep down costs and ensure that more homes can be provided from increasingly restricted government grants. We have also helped smaller, special needs associations to obtain homes for those people with a special disadvantage

We have completed our first full year managing the Enfield Temporary Accommodation Play Project, with support from the National Lottery Charities Board. Four weekly sessions provide play facilities for children, health promotion support, advocacy and advice for homeless families in temporary accommodation. We hope to expand the scheme further in the near future.

Our local knowledge, close proximity of management staff to housing stock, and diversity of activity are features which combine to ensure that we will continue to be dynamic and successful local community based housing association.

Our voluntary Board members are drawn from the local communities and have a diverse range of skills and interests, united in their concern to provide affordable housing and high quality housing services to people in need. There are two formal committees: Property Services and Housing & Neighbourhood Services.

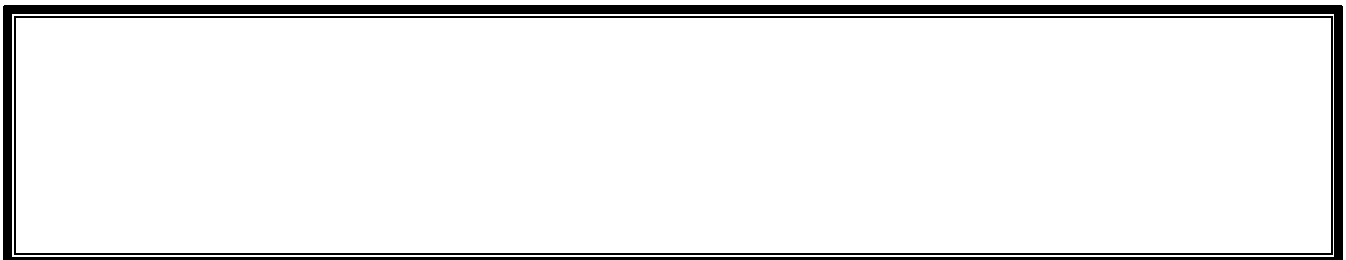
We currently have approximately 105 members of staff, including site based personnel.



**SUMMARY OF PRINCIPAL TERMS AND CONDITIONS  
FOR THE POST OF  
PERFORMANCE OFFICER**

- Salary:** Within points 26 – 32 (£23,969 - £28,801 (pro rata) including Outer London Weighting). Increments awarded annually on 1 April until top of scale, subject to satisfactory performance. Cost of living review normally at 1 July each year.
- Car Allowance:** The post carries a car allowance of £300 per annum (pro-rata) paid monthly), plus mileage in accordance with the Inland Revenue rates, depending on engine capacity.
- Hours of Work:** 21 hours per week
- Annual Leave:** 20 days per annum pro-rata, rising by one additional day (pro-rata) for each full year worked up to a maximum of 25 days.
- Pensions:** The Association's retirement and death benefit scheme is a money purchase scheme with Scottish Equitable. It is contracted into SERPS, and the Association contributes 9% of salary. Employees' contributions are normally 6%. Alternatively an equivalent percentage can be paid into a personal pension plan.
- The Association operates a life insurance policy.

Please note that this summary document does not form part of the Contract of Employment





## **JOB DESCRIPTION**

**POST: PERFORMANCE OFFICER**

**RESPONSIBLE TO: HOUSING SERVICES MANAGER**

- RESPONSIBLE FOR:**
1. To carry out the Association's policies in the efficient management of its properties, with particular regard to its contractual responsibilities and obligations in the provision of services. The aim of the role is to ensure that services are of the highest quality and are delivered in a manner which is customer focused.
  2. To represent the Association to its tenants, applicants, external parties and members of the public and to exemplify the high quality of service the Association aims to provide by maintaining a friendly, helpful and efficient approach, and observing the letter and spirit of the Association's Race and Diversity Policies.

### **MAIN RESPONSIBILITIES:**

#### **1. Contract Compliance**

- a) To carry out the Association's contract monitoring processes. Act as the Liaison Officer for nominated contracts.
- b) To ensure that contract performance and customer satisfaction is monitored on a day to day and month to month basis.
- c) Regularly check customer complaints from a variety of sources and to resolve these complaints as far as possible within the scope of the role. Report any complaints made by residents within 5 working days of receipt and provide feedback to ensure resident satisfaction is achieved.

- d) Arrange and conduct regular/periodic site visits. Maintain clear records of these visits and report any discrepancies or failures to the appropriate contractor.
- e) Conduct regular audit inspections of contracts.
- f) Monitor standards of performance in line with key performance indicators (KPIs) to ensure that standards are maintained. Provide management reports as required.

## **2. Contract Liaison**

- a) To carry out regular inspections of contract sites on a random basis. Maintain records of inspections.
- b) Conduct joint site visits with contractor on a regular basis
- c) Provide clear concise reports and statistical data of inspections as required.
- d) Maintain effective working relationships with external partners or contractor.
- e) Attend liaison meetings and take minutes or notes and ensure that all actions are completed.
- f) Ensure that liaison with the contractors and its operatives is maintained on a regular basis to ensure compliance and deal with any issues arising.

## **3. Resident Involvement**

- a) Carrying out annual survey with residents to measure the level of satisfaction and providing a report of the findings.
- b) Ensure all residents receive accurate and up-to-date information regarding the Association and its policies and procedures whilst on site.
- c) Report any dissatisfaction regarding any aspect of the Association's service to the relevant department, ie. development, repairs, housing management.
- d) Act as a liaison between residents and staff in all departments.

- e) Encouraging residents to participate in the service provided by accompanying them on estate inspections when required.
- f) Contributing to the quarterly newsletter.
- g) Contributing to consultation exercises regarding estate improvements and obtaining estimates for work to be carried out.

### **3. Voids and Other Properties**

- a) Arrange for cleaning services to be provided to void supported housing properties and monitoring the performance of this service.
- b) Arrange for removal of bulk rubbish on general needs and supported housing stock.

### **4. General**

- a) To assist generally in the running of the office, providing cover for absent staff as required by the Director of Housing & Community Services/Housing Services Manager.
- b) To assist the Director of Housing & Community Services/Housing Services Manager in the supervision of other junior staff as directed.
- c) To assist the Director of Housing & Community Services/Housing Services Manager by compiling regular reports on Housing Management activities to Management Committee.
- d) To ensure that all information is properly recorded, and to maintain record systems as appropriate, ensuring confidentiality of all personal data held, in accordance with the Data Protection Act 1984.
- e) To be aware of any legislation relating to Race Relations, Rents, Landlord and Tenant, Housing and other related issues, and to liaise with the Director of Housing & Community Services/Housing Services Manager on the interpretation of these and their effect on the Association's activities.
- f) In the case of any complaint, no matter how trivial, ensure that the nature of the complaint and the action taken is fully and clearly recorded and in more serious cases to inform the Director of Housing & Community Services.
- g) To be self supporting in the use of Microsoft Office packages and our in house rent accounting software package.

- h) To undertake any other duties commensurate with the responsibilities of the job as required by the Director of Housing and Community Services or the Housing Services Manager.



# CHRISTIAN ACTION HOUSING

## PERSON SPECIFICATION

### PERFORMANCE OFFICER

CATEGORY	REQUIREMENT	ESSENTIAL/ DESIRABLE	HOW DETERMINED
<b>QUALIFICATIONS</b>	BTEC Higher National Certificate in Housing	D	Appl
<b>EXPERIENCE</b>	At least 1 years experience of working within a housing or similar setting.	E	Appl/Interview
	Experience of providing excellent customer care and/or resident involvement.	E	Appl/Interview
	Experience of monitoring contractor's performance including dealing with non compliance and defective workmanship.	E	Appl/ Interview
	Experience of carrying out estate inspections and maintaining record sheets.	D	Appl/Interview
	Experience of dealing with customer complaints and resolving issues at first stage.	D	Appl/Interview
	Experience of carrying out questionnaires and surveys – both written and verbal and providing detailed report	D	Appl/Interview
	Experience of tenant consultation and promoting tenant participation.	D	Appl/Interview
	Able to survey new schemes to ascertain services and frequency of service required.	D	Appl/Interview

	Experience of working within a diverse setting.	E	Appl/Interview
<b>SKILLS</b>	Ability to maintain records and perform administration tasks.	E	Appl/Interview
	Ability to present and write clear and concise reports.	E	Appl/Interview
	Ability to perform word-processing tasks on computer.	E	Appl/Interview
	Ability to communicate at all levels with a variety of people from different social/cultural backgrounds.	E	Appl/Interview
	Ability to work on own initiative and be self-motivated.	E	Appl/Interview
	Ability to work as part of a team and contribute to the team's continued success in the achievement of external and internal priorities.	E	Appl/Interview
	Ability to prioritise workload and manage time effectively	E	Appl/Interview
<b>JOB KNOWLEDGE</b>	A good understanding of the concepts surrounding housing and social inclusion.	E	Appl/Interview



**Job Application Form for the position of Performance Officer (REF NUMBER)**

*Please complete all sections of this form, using black ink or typeface*

**PERSONAL DETAILS**

Surname/family name: ..... First name(s):.....

Title: Mr/Mrs/Ms.....

Address: .....

.....Post Code: .....

Tel. No. Work: ..... Tel. No. Home: .....  
*(may we phone you with discretion at work? Y/N)*

Work email: ..... Home email: .....

Do you hold a current driving licence: Yes / No  
 Do you have access to your own transport: Yes/No

Do you have any restrictions on your right to work or remain in the UK: Yes / No

Where did you hear of this vacancy:.....

Absence:

Please indicate days absent from work through sickness in the last 2 years:

If you have not been working, please indicate approximate number of days illness during the last 2 years:

If any of the above was owing to serious illness, please give details:

**EDUCATION AND QUALIFICATIONS**

Please give any details of your secondary and further education:

Institution	What studied	Qualification and date obtained

Other relevant training, qualifications or membership of professional bodies:  
*Please note you may be required to provide proof of your qualifications and memberships*

**PRESENT OR MOST RECENT EMPLOYMENT**

Name of Employer: Telephone:  
 Address:  
 Type of business: Date joined:  
 Leaving date (if appropriate): or notice required:  
 Reason for leaving or wanting to leave:  
 Present salary: Other benefits:  
 Current position: Date appointed to this:  
 Please give a brief description of your present job and your responsibilities:

**PREVIOUS EMPLOYMENT**

*Please start with the most recent, and continue on a separate sheet if necessary*

<u>Employer's name and address</u>	<u>Position held</u>	<u>Start date</u>	<u>Finish date</u>	<u>Reason for leaving</u>

<u>Employer's name and address</u>	<u>Position held</u>	<u>Start date</u>	<u>Finish date</u>	<u>Reason for leaving</u>

Continuation sheet attached yes/no

Any other relevant work experience such as voluntary work, placements etc.:

### REFERENCES

Please provide two referees (neither of whom should be a personal partner or a relative). One should be your current or last employer. The other referee should be a previous employer. If you are a school leaver or have worked for only one employer the second referee should be a professional who can provide a reference on behalf of an organisation for whom you have worked voluntarily or else a professional who knows your educational or school record. Please note that CAHA reserves the right to contact any of your other employers subject to your consent.

Name:

Address:

Tel. No.

Referee's job title:

In what capacity do you know this person:

If necessary, may we take up this reference before interview? Y / N

Name:

Address:

Tel. No.

Referee's job title:

In what capacity do you know this person:

If necessary, may we take up this reference before interview? Y / N

### SUPPORTING INFORMATION

Please describe your experience, skills and training relevant to the position and why you think you are suitable for appointment. *You may continue on a separate sheet if necessary:*

## SUPPORTING INFORMATION (cont'd)

## DECLARATIONS

Are you related to any member of our board of management or of our staff? Y / N  
If yes, to whom?

*(A relationship does not prevent the Association from considering you for employment but you must declare it)*

All applicants applying for jobs at CAHA will have their criminal records checked and offer of a job will be dependent on the disclosure details. Our posts are exempted under the Rehabilitation of Offenders Act 1974 and subject to a CRB check. A copy of our CRB policy is available on request.

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? Y / N

## **Consent notice and fair processing of information for application forms in accordance with the Data Protection Act 1998:**

By signing and returning this application form, you consent to CAHA:

- Obtaining, keeping, using and producing information relating to your application for a job with the organisation for one year in order to consider whether to offer you any position, the terms on which to make such an offer, to answer any reasonable queries about the application and to monitor the recruitment process.
- Keeping for one year and processing information including details about disability and ethnic origin in order to enable CAHA to monitor equal opportunities and establish whether CAHA is attracting applicants representative of the population mix in the local community; also to enable CAHA to consider whether you require any reasonable adjustments to be made during the application process or, if offered a job, to assist in the performance of your duties.

Applicant's declaration:

All information given in this application is accurate and true to the best of my belief:

Signature

Date

Thank you for applying. Please note the following:

- We acknowledge all applications for employment.
- At any offer stage, we normally confirm a candidate's employment history with previous employers.
- A medical examination may be required by the Association prior to any appointment.
- Please return this form by the closing date to Mrs P Simpson, Christian Action Housing, Benedict House, 61 Island Centre Way, Enfield EN3 6GS.



### Part 3 – Disability

Are you registered disabled? YES  NO

Do you, consider yourself disabled: YES  NO

Do you use a wheelchair YES  NO

Applicants with disabilities:

The Association welcomes applications from all sectors of the community, including candidates with disabilities. The Disability Discrimination Act defines disability as “a physical or mental impairment which has a substantial and long term adverse effect on the ability to carry out normal day-to-day activities”.

If you have a disability, is there any special provision which you require to be made if you were invited to interview? Please specify:

Please give below any details of adjustments which would need to be made in order for you to carry out the duties of the job if appointed:

***Thank you for your co-operation***



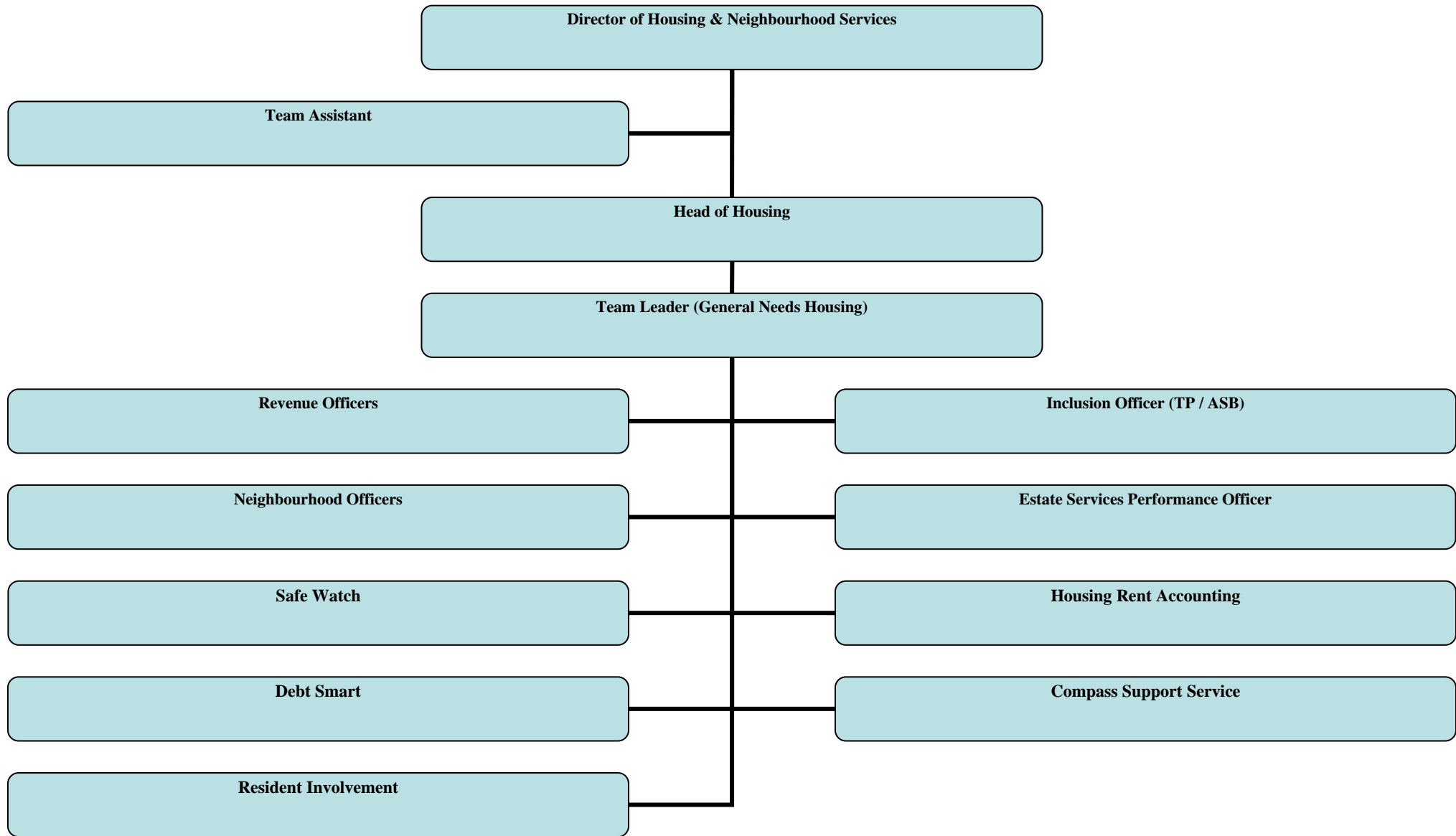
## Equal Opportunities Policy Statement of Intent

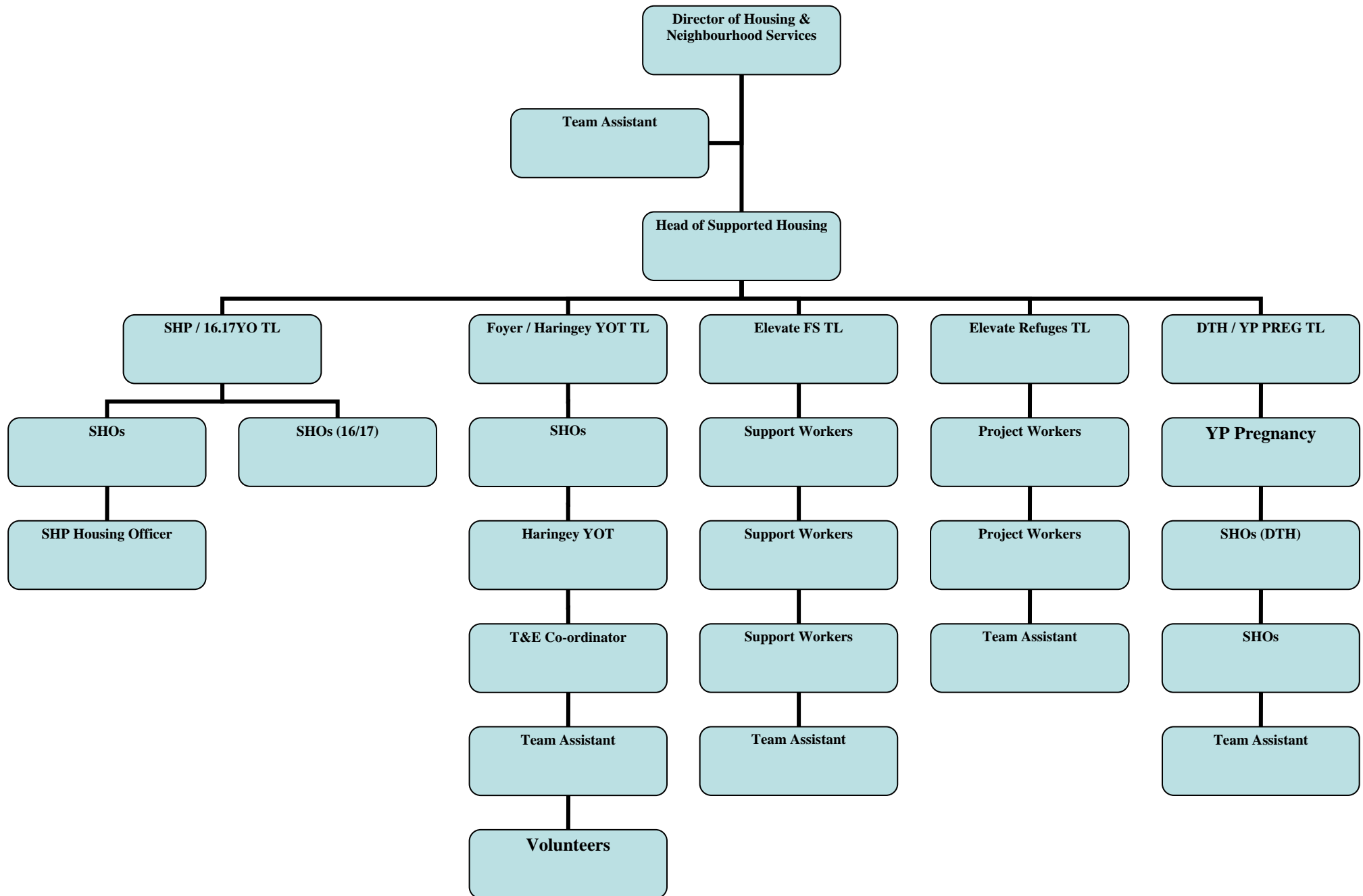
Christian Action Housing values the diversity of the communities in which it works, and aims to ensure that all those seeking to be housed by the Association, together with users of other services, paid and voluntary staff, contractors, consultants, and partner organisations, are treated fairly and with respect.

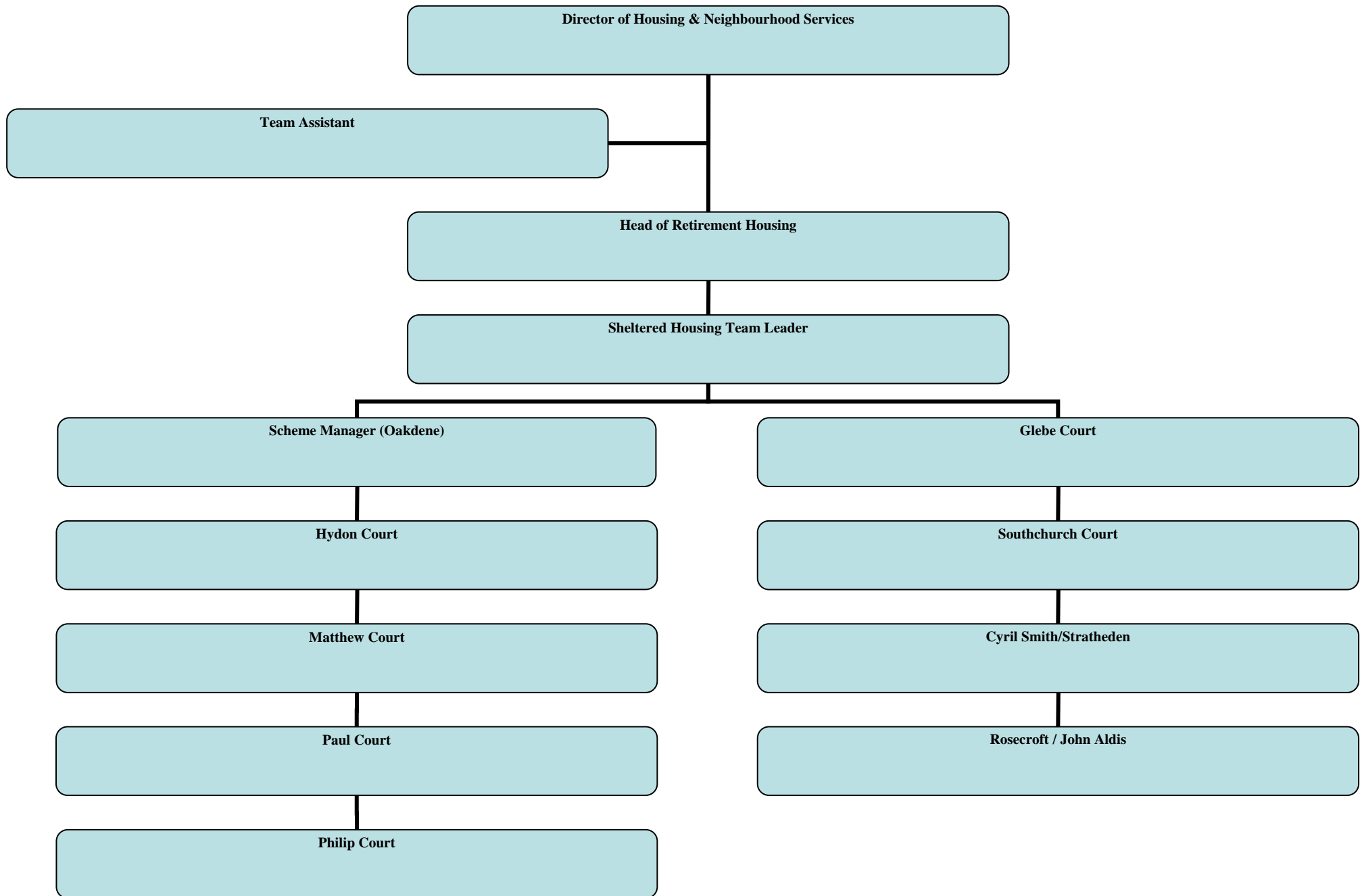
The Association aims to reflect the diversity of the communities in which it operates, and to meet the needs of those communities appropriately through its provision of housing and other services.

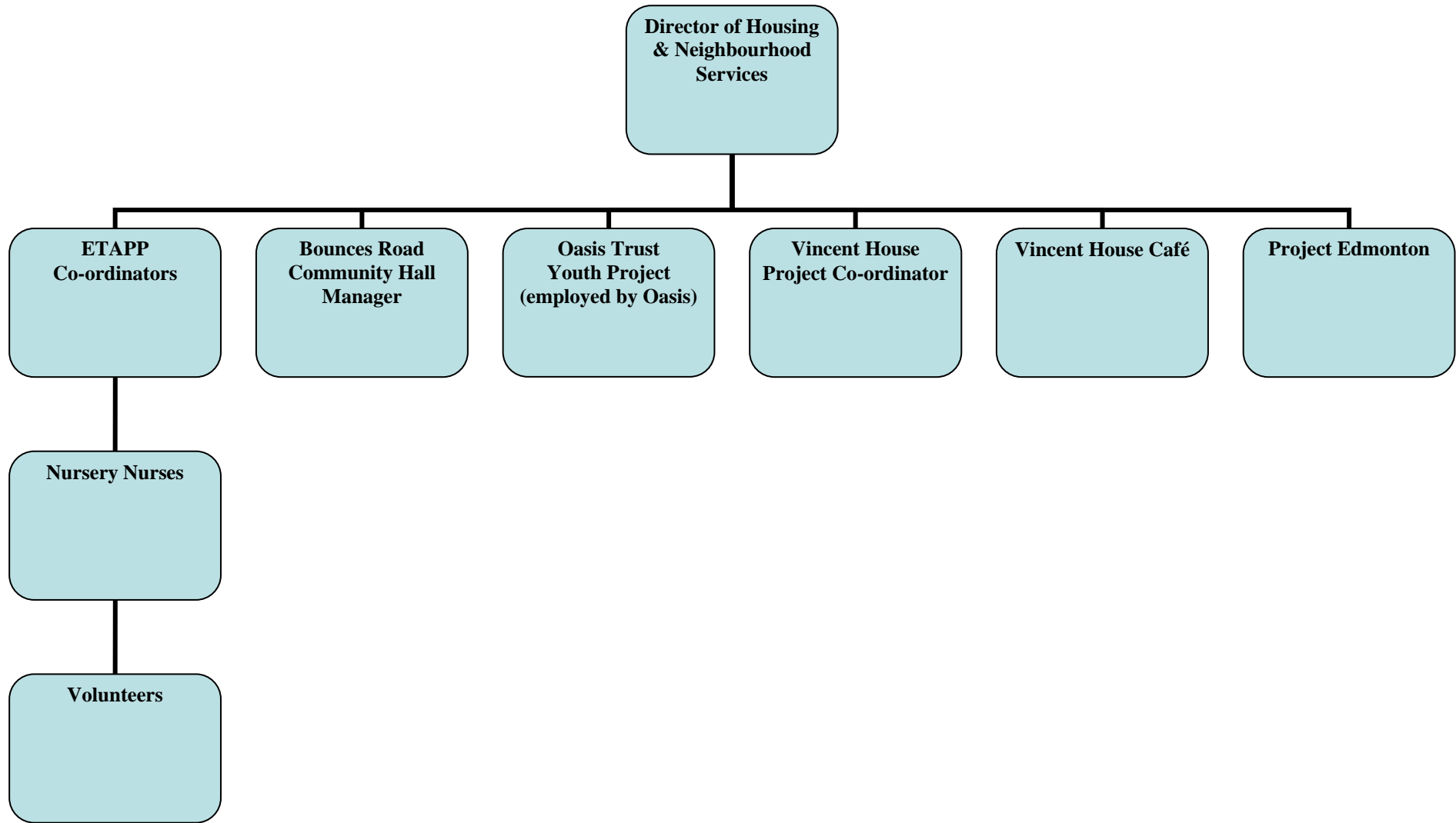
The Association recognises that it has an important role in allowing people to fulfil their potential, both as individuals, and as part of their community or work place, and believes that the different qualities of the people who make up the community or workplace add value to society as a whole and to the Association in particular.

The Association is mindful of its legal requirements relating to discrimination, and alongside its mission, seeks to oppose all forms of discrimination practised against people on the basis of visible and non visible personal or group characteristics. These include, but may not be limited to, colour, culture, race, ethnic or national origin, age, appearance, disability, marital status, gender, sexual orientation, political or ethical beliefs, religion, or social and economic status. The Association is determined to make all efforts to prevent direct and indirect, intentional or unintentional discrimination against existing or possible future tenants, service users, staff and other service providers. **Harassment of all forms will be subject to serious action.**











## Christian Action Housing Association—Local Street Map



**Directions to Christian Action Housing Association, Benedict House, 61 Island Centre Way, Enfield EN3 6GS. Tel: 01992 765900, Fax: 01992 765999**

### **By Public Transport**

Nearest Tube Station is **Turnpike Lane** (Piccadilly Line). From there take 121 bus direct to Enfield Island Village.

Nearest Mainline Railway station is **Enfield Lock**—this is a direct line from Liverpool Street, then Enfield Island Village is just a ten minute walk down Ordnance Road, or you can jump on a 121 bus. The **121 bus** route travels from Turnpike Lane Station to Wood Green, Palmers Green, Southgate, Oakwood, Enfield, Ponders End, Enfield Lock (Enfield Island Village).

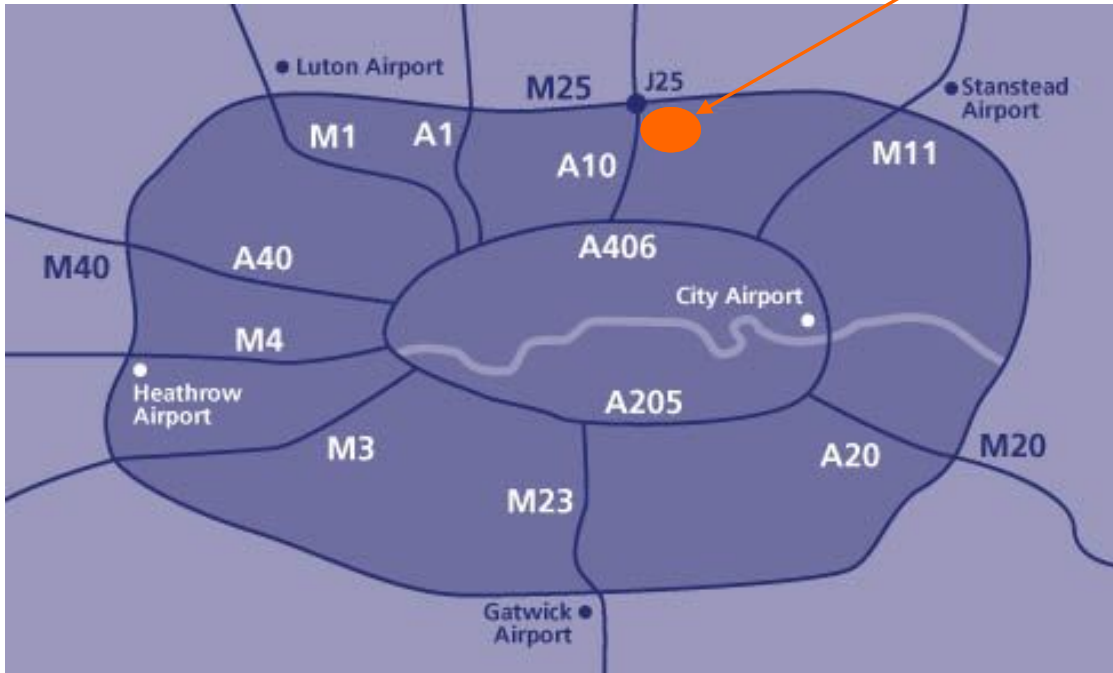
The **491 bus** route travelling between Waltham Cross - Enfield Lock - Ponders End - Galliards Estate - Edmonton - North Middlesex Hospital also stops in Enfield Island Village.

**By Car via A10 from London** Take North Circular Road (A406 going East) to Great Cambridge Roundabout. Take Great Cambridge Road (A10) and travel approx 2 miles to junction of Southbury Road. Turn right and travel approx 1.5 miles through Southbury Road, Nags Head Road and Lee Valley Road to Meridian Way roundabout. Turn left into Mollison Avenue (A1005) and travel approx 2 miles to junction of Ordnance Road. Turn right into Smeaton Road and take third exit off roundabout into Burton Drive—proceed straight ahead towards Tesco's, CAHA office is to the left.

**By Car from M25** Come off at junction 25 onto A10 South (towards Enfield & London) and turn immediately left into Bullsmoor Lane (A1055) leading onto Mollison Avenue. Travel approx 0.5 miles to junction of Ordnance Road. Turn left into Smeaton Road and take third exit off roundabout into Burton Drive—proceed straight ahead towards Tesco's, CAHA office is to the left.



## Christian Action Housing Association—London location



## Christian Action Housing Association—Overview map

