



**CLEANING
ASSISTANT**

The Wrekin
Housing Group

Recruitment Pack April 2021

Dear Applicant,

Thank you for your interest in applying for a role with The Wrekin Housing Group. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

CONTENTS

Our Organisation	Page(s) 2 – 3
Our Vision and Values	Page(s) 4
Our Awards	Page(s) 5
The Recruitment and Selection Process	Page(s) 6
Summary of Benefits of employment	Page(s) 7 - 10

OUR ORGANISATION

The Wrekin Housing Group is a Community Benefit Society that provides housing and care services which deliver social value across Shropshire, Staffordshire, West Midlands and Telford & Wrekin.

As a socially minded organisation we work across communities to make a difference to people's lives.

Wrekin is led by Group Chief Executive Wayne Gethings and his executive team. The Board is composed of nine members and is chaired by Des Hudson. The Executive Team and the Board work together to inspire positive change throughout the organisation, making a difference to as many lives as possible.

We do this by providing over 13,000 homes for affordable rent and low cost home ownership. Delivering innovative care solutions ranging from domiciliary care for the elderly to supported housing and care for adults with learning difficulties, as well as dementia nursing care. Channelling social investment into communities, generating opportunities for people to gain employability skills, and offering advice on social enterprise.

Now one of the largest social housing providers in the West Midlands we were established in 1999 following a large scale voluntary transfer of housing stock from Telford and Wrekin Council. The evolution of our care provision can be traced back to the early 1990s following a reorganisation of services in Staffordshire.

Our housing stock and other services cover rural and town locations and includes everything from apartments in well-established residential areas and family homes in both rural and town locations, to supported housing and extra care accommodation across the two counties.

Our customers are served by a network of area offices, retail premises and other locations in Telford, across Shropshire and in Stafford. Housing customers also benefit from a full repairs and maintenance service offered by our award winning maintenance teams and our in-house gas team.

We work in partnership with our customers, involving them in decisions about our operations, management and services. This enables us to continuously improve performance and make sure that we provide customers with high quality services.

At Wrekin we provide our staff with extensive development opportunities ensuring all employees ongoing training and career development. We have been accredited under the Investors in People scheme since 2004.

Annual reports for customers can be found on our website www.wrekin.com/pages/aboutus/annual-reports-and-value-for-money-statements

The following can be downloaded from the recruitment page:

- The Wrekin Housing Group Annual Report and Financial Statement 2019 – 2020
https://www.wrekin.com/Docs/WHG_final_201920_webpage.pdf
- The Wrekin Housing Group Value for Money Strategy 2018 – 2021
https://www.wrekin.com/Docs/VFM_Strategy_2019_update_final_version.pdf
- The Wrekin Housing Group Value for Money Self-Assessment 2018 – 2019
https://www.wrekin.com/Docs/VFM_SA_19_Final_Version.pdf
- The Wrekin Housing Group Operational Performance 2019 – 2020
https://www.wrekin.com/Docs/Operational_performance_indicators_2019_20.pdf
- The Wrekin Housing Group Social Value for Customers and Communities report - 2019 – 2020
https://www.wrekin.com/Docs/Annual_social_value_report_Final.pdf
- The Wrekin Housing Group Performance Indicators 2020 – 2021
https://www.wrekin.com/Docs/Q2_2020_performance_website.pdf
- Job Description and Person Specification

OUR VISION



OUR VALUES

Inspire positive change

We embrace innovation. We are not afraid to go the extra mile to provide even better services.

Everyone matters

People are at the heart of our team and every team member across the whole community counts.

Communicate clearly

We respect colleagues and customers while recognising the importance of open conversations.

Grow together

We support each other and take pride in our collective success

OUR AWARDS

Our work has been recognised by a range of other agencies including the following achievements:

- **Inside Housing Development Awards 2019** - Best Development Team (Large) award
- **RoSPA Occupational Health and Safety Award 2019** - Gold medal
- **ASCP Safety & Compliance Awards 2019 - Gas safety and compliance initiative** - in-house Gas team
- **Regional Housing for Older People Awards 2019 Bronze award** - Morton Court Retirement Living scheme
- **Innovation in Finance award at Municipal Journal (MJ) Magazine Achievement Awards 2018** - Home Ownership for people with Long-term Disabilities (HOLD) project collaboration with Shropshire Council
- **Shrewsbury Colleges Group Apprenticeship awards 2018** - Large Employer of the Year
- **Investors in People** - Gold standard

For a full list of all of our achievements please www.wrekin.com

THE RECRUITMENT AND SELECTION PROCESS

The recruitment and selection of employees is essential to the continued success of the Company. Ensuring that right from the start, employees with the right attitude and skills who will be committed to the Company are recruited is paramount. Our recruitment and selection process is compliant with employment legislation and upholds our commitment to equality, diversity transparency and fairness of all applicants, each application will be reviewed and scored in line with adequate shortlisting criteria for each vacancy.

We aspire to achieve a diverse workforce to reflect the diverse community that we serve, ensuring that we provide a quality service, responsive to the needs of our customers. We ensure that recruitment and selection procedures are conducted on an equitable basis so that all potential employees are recruited on the basis of merit and ability whilst being treated fairly. The Group has been accredited with the 'Positive about Disabled People' symbol which recognises our commitment to good practice in employing people who have a disability.

www.wrekin.com/jobs/section/equal-opportunities-policy

We have produced these guidance notes to assist you in applying for a job with The Wrekin Housing Group. They offer practical advice and tips for completing your application. To be considered for an interview it is vital you complete this application carefully and comprehensively. If you do not do this it is unlikely that you will be selected for an interview.


Please ensure that you use the relevant Job Description and Person Specification, as a guideline when completing the application form, these documents will tell you what we are looking for from the ideal candidate.

Relate your skills, knowledge and experiences to the responsibilities specifically mentioned evidence this by using examples of how you have demonstrated those skills and what you have learned from your experiences. Address each point in the job specification, give clear explanations.

Your application is a representation of you as a person and what skills, knowledge and experience you can offer to our Organisation, we want to know all about what you have to offer, so please don't hold back.

Ensure you plan to complete and review your application details prior to submitting, it is a common error to rush through the application before the given deadline, read through the sections on the application form before you start to complete the details.

Please remember, before submitting your application form to check the form for any mistakes or omissions and make sure the on-line application form is completed and submitted before the closing date.



If you are unable to complete the on-line application form then please call our Human Resource Consultancy on 01952 217009 and an application pack can be sent to you.

Please note we do not accept CVs as we want to compare applicants using the same format.

SUMMARY OF BENEFITS OF EMPLOYMENT

Below you will find a summary of the terms and conditions that are applicable to this role.

Hours of Work

Part time employees are expected to work a flexible 15 hours per week, to cover the needs of the service including any reasonable additional hours in line with the required duties.

Annual Leave Entitlement

22 days plus 8 statutory per year (applicable to full time employees working 37.5 hours per week).

Annual Leave Year Dates

The leave year for all employees runs for 12 months commencing from the 1st day of the month of appointment to the Group.

Bank/ Extra/ Statutory/ Concessionary Holidays

A total of 8 days for full time employees working 37.5 hours.

The bank holidays for all full time employees are:

- New Years day
- Good Friday,
- Easter Monday
- May day
- Spring Holiday Monday
- Late Summer Holiday Monday
- Christmas Day,
- Boxing Day

Sick Pay

Employees are entitled to receive statutory sick pay but will be paid at their normal rate for the first 3 days of absence.

Pay Arrangements

All employees are paid monthly - 27th of the month

Essential Car User Allowance

This means that you must have a car available at work at all times to use on Group business. The allowance is paid in twelve monthly instalments and is based on the engine size of your car. Mileage is reimbursed at the appropriate essential car user rate.

A current UK driving license is required for this role.

Life Assurance

Life Assurance - Automatic membership of a non-contributory Group Life Assurance Scheme whereby employees receive an amount equal to twice annual earnings in the event of death in service.

Flexible Working Requests

All employees have the statutory right to make one application to request to work flexibly in any 12 month period, following 26 weeks employment and ensuring another application has not been made during this time.

Notice Periods

The contractual notice period for this role will be one month. These are exceeded where statutory entitlements are greater than the contractual.

Pension Scheme

Employees are eligible to join the NEST pension scheme. Auto-enrolment took effect from 1st November 2014 and as such employees will be automatically entered into the NEST pension scheme after three months of employment.

Maternity

Eligible to 52 weeks maternity leave; following 26 weeks employment employees will receive paid leave of 39 weeks, 18 weeks at full pay and 21 weeks SMP only.

Paternity

Two weeks leave on full pay.

Employees can take shared parental leave as part sharing the overall maternity leave provisions with the same provision above.

Adoption Leave

Eligible to all employees, up to 52 weeks adoption leave; following 26 weeks employment employees will receive paid leave of 39 weeks, 18 weeks full pay and 21 weeks SMP only.

