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**CUSTOMER
RESOLUTION
CO-ORDINATOR**

The Wrekin
Housing Group

Recruitment pack 2024

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.

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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

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

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

Full time employees are expected to work a 36 hours per week, to cover the needs of the service including any reasonable additional hours in line with the required duties.

Annual Leave Entitlement

Basic annual leave entitlement is 176 hours plus 88 / 96 hours statutory/extra statutory holidays per year.

Following 3 years continuous Group service, you will receive an additional 24 hours holiday. Following 5 years continuous Group service, you will receive an additional 16 hours holiday and will receive a further 24 hours for 10 years continuous Group service. (based on full time hours).

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 statutory days for full time employees, the actual days are:

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

Grading

The grade of each role is determined in accordance with the Group's job evaluation scheme. Employees who are appointed to a scaled salary will increment annually until they reach the top of the salary scale.

Sick Pay

Employees are entitled to receive sick pay for the following periods:

- During Probation period SSP only
- During 1st year of continuous service:
 - Up to 4 months (One month's full pay)
- 4 months and up to 12 months (One month's full pay and two months' half pay)
- During 2nd year of continuous service:
 - Two months' full pay and two months' half pay
- During 3rd year of continuous service:
 - Four months' full pay and four months' half pay
- During 4th and 5th years:
 - Five months' full pay and five months' half pay
- After 5 years continuous service:
 - Six months' full pay and six months' half pay

Pay Arrangements

All employees are paid monthly - 27th of the month

Subsistence

A subsidised restaurant is available for use by all Group employees. Free tea & coffee is provided to all employees.

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.

Private Health Care

Membership to a subsidised private health care insurance with BUPA is available. A competitive rate is negotiated and employees and their families are eligible to join the scheme. The Group will pay 50% of the premium for Group employees who elect to join the scheme.

Similarly a subsidised private dental plan is also available to employees and their families.

Flexible Benefits

- Employees can choose to buy or sell up to 5 days leave.
- The Group will pay your annual fee in respect of membership to one professional institute.
- Employees can join Paycare at a subsidised rate.
- Employees have access to Just Credit and Fairshare
- Employees can receive a training allowance of £100 for a course unrelated to their role at the Group
- Employees can take up to one day paid leave per year (in addition to their annual leave) for volunteer activities.

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 Wrekin's defined contribution pension scheme subject to the rules of such pension scheme from time to time in force. The company reserves the right to review, amend or remove the schemes at any time in the future.

Further details on the scheme can be obtained from smarpension.co.uk.

The pension schemes may be terminated or amended at any time in accordance with the organisations deed and rules that govern it and these are separate from the employment contract.

If, after three months of employment you do not elect membership of Wrekin's pension scheme, you will be automatically enrolled into the NEST pension scheme so Wrekin meets its employer duties under pension provision. As from 1st November 2013 auto-enrolment into the NEST pension scheme has been enforceable. Once enrolled, it is up to the employee to instigate opting out of the scheme should they choose to. Full details of the scheme is available from nestpensions.org.uk.

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.

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 contact our recruitment team at the following email address: recruitment@wrekin.com 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.