

Recruitment Pack

Multi-skilled Tradesperson

Bromsgrove District Housing Trust

Building excellent communities with passion and pride.

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Letter to Applicant

October 2020

Dear Applicant

Re: Application Pack – Multi-skilled Tradesperson

At **bdht**, we are proud of our staff and take great care to select the best. Successful applicants are given every encouragement to develop and grow within the business.

We now need someone proactive and dynamic to work in an exciting area of our business. You'll need imagination and ability to adapt. For us, your attitude is just as important as your skills.

If you think you're the person we are looking for, please spend some time and thought completing the online application form and submit it by **9am Friday 6th November 2020**.

Interviews will be held between Tuesday 24th November and Friday 27th November 2020.

If you have any queries, please contact Hannah Ford, Senior HR Advisor, on **01527 557549**.

Dealing with the COVID crisis has challenged individuals and organisations like never before. We've had to flex and adapt and our recruitment process is changing as a result. Your health and safety is a priority and our processes reflect this. Therefore, we will do the following:

- Continue to interview face-to-face, within social distancing guidelines. For exceptional circumstances we will consider virtual interviews.
- We will space interviews further apart, so that meeting rooms can be cleaned thoroughly and other areas sanitised for your welfare.
- If candidates prefer masks to be worn in interviews, we can accommodate that.
- We are reliant on you working with us to advise us of any other adjustments you feel are necessary. We want you to feel comfortable applying for a role with us in these difficult times. If you can see any barriers that stop you, please tell us.

Yours sincerely,

Mark Robertson
Chief Executive

About bdht

bdht is an affordable housing landlord based in Bromsgrove in the West Midlands. The organisation owns and manages over 4,000 dwellings, which are comprised of social rent, market rent, shared ownership and specialist accommodation for those with different needs. **bdht** also manages homelessness under contract on behalf of the Local Authority. We are a strong, well-respected and financially viable independent business.

We have an important role within the communities of Bromsgrove and the surrounding areas and we are strongly committed to remaining independent. The organisation was created in April 2004 when it purchased the original stock from Bromsgrove District Council. Since that time **bdht** has been very active in building new homes, increasing the total stock by over 10% in the last five years, providing more affordable housing solutions for people in need.

The business is registered as a charity and operates on a not-for-profit basis, but is first and foremost a commercial business, albeit one that focuses upon social outcomes.

bdht employs 139 people and is dedicated to providing excellent services through being a committed learning organisation. Most of our middle and senior leaders have been developed within the business and we have a major commitment to identifying transferable skills within our employees and creating opportunities for individuals to grow.

bdht is a people based organisation. In the 2018 'Great Places to Work' survey, 95% of staff say we're a "great place to work". We are a serious, happy, hard-working business that thinks it's essential to have fun. We believe in our staff, and actively support them based upon three core themes: 'Look after yourself', 'Look after your colleagues' and 'Look after the business'. We strongly support the concept of the individual, their growth, development and well-being.

We are a good employer who pays fairly and has excellent terms and conditions. But above all we absolutely recognise that good performance is linked to happy staff, so we actively encourage fun and expect that it is part of the normal working day.

Our Vision, Mission & Values

Our Vision

“Imagine an organisation that believes in the importance of community, where everyone is treated as an individual, valued and respected. Where differences are celebrated and personal responsibility in combined achievement is very important. Where staff strive to provide the highest quality of service with energy, pride enjoyment and a sense of humour.”

Our Mission

“Building excellent communities with passion and pride.”

Our Values

At the core of **bdht** is a set of values that were arrived at by the staff and to which we all aspire. A series of presentations and team meetings were held in which the staff put forward and discussed the values that were important to them. The proposed new values were then taken to the main Board where they were wholeheartedly endorsed. As a result, all staff and Board members live the following values:

- Caring** “To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
- Enabling** “To enable our customers to access and choose services wherever possible and empower the Trust’s employees to deliver high standards of customer service”
- Honesty** “To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity”
- Positive** “To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
- Fair** “To deliver a consistently excellent service to all customers and to always be fair in the day-to-day support of the Trust’s employees”

Benefits

- ✓ Salary is **£30,950** per annum
- ✓ 37 hours per week
- ✓ 32 days annual leave plus bank holidays
- ✓ Pension Scheme
- ✓ Reward Statements
- ✓ Employee Assistance Programme
- ✓ Mental Health First Aiders
- ✓ Holiday Buy Back Scheme
- ✓ Healthcare Cash Back Scheme
- ✓ Retail Discounts
- ✓ Free Refreshments
- ✓ Free Parking

bdht offers a Defined Contribution pension, administered by the Social Housing Pension Scheme. Initial contribution rates, at auto enrolment, are at 3% with the possibility to increase contributions thereafter as follows:

Member pays	bdht pays
3%	5%
4%	6%
5%	7%
6%	8%

Life insurance is also available to members of the pension scheme. Life cover of three times your earnings is provided as part of your membership of SHPS DC.

Role Profile

Job title	Multi-skilled Tradesperson
Responsible to	Repairs Manager
Responsible for	N/A
Vision	'To build excellent communities with passion and pride'
Purpose	To ensure bdht deliver an excellent responsive repairs service to both internal and external customers, meeting their high expectations during every interaction and communicating effectively with customers at all times.

Role Profile

Key Achievement Areas:

- ✓ Taking full responsibility for rectification of all repairs allocated to the highest standard and aiming to fix right first time.
- ✓ Effectively communicating with the customer at all times to ensure they receive excellent service.
- ✓ Diagnosing and rectifying building maintenance repairs.
- ✓ Use of handheld system and completion of forms and processes electronically.
- ✓ Undertaking training to develop trade skills to enhance multi-trade working.
- ✓ Giving due consideration at all times to the health and safety of self and others.
- ✓ Ensuring the security and condition of vehicles, plant, equipment and stock.
- ✓ Liaising with customers and **bdht** team members to ensure correct processes are adhered to.
- ✓ Actively promoting the services of **bdht** to customers.

Person Profile

Skills and Experience - Education	Essential	Desirable
Demonstrable experience of working within a multi-trade environment in carpentry and plumbing	✓	
Hold a full qualification relevant to their base trade equivalent of NVQ level 2 (NVQ level 3 preferred although not essential)	✓	
Previous experience of working within the Housing Sector		✓

Skills and Experience - Experience/Knowledge	Essential	Desirable
Understanding and commitment of working with a diverse customer base and delivering excellent customer service	✓	
A working knowledge of health and safety	✓	

Person Profile

Competency	Behaviours
Technical Skills	Proven ability to understand and operate within the technical requirements of both the role and the customers.
Commercial & Financial Awareness	Recognising what role own job has to play within the wider organisation. Understanding the impact of actions on the wider business.
Customer Service & Quality Focus	Demonstrating a commitment to excellent customer service in all activities and ensuring that the highest standards are achieved. Demonstrate a commitment to equality and diversity.
Achievement Orientation	Understand the need to develop results initiatives, plans and objectives.
Critical Thinking Skills	Support others to utilise problem solving tools and techniques, looking at all the options and seeking to identify solutions. Demonstrating accuracy and detail consciousness in task completion.
Planning & Organising	Able to prioritise and plan in order to meet your own, your team's and organisational objectives.
Communication	Consistently able to communicate appropriately and effectively at all levels in order to meet the customer's needs.

General Information

Personal development

We will offer opportunities for staff to develop and expand their knowledge and skills. It is intended that this will sit within a framework that assists individuals with ongoing personal and career development.

General

No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.

The post-holder will hold a current full driving licence.

This post requires that the job holder is subject to a DBS check at a basic level.

For the purpose of travel and expenses, this role will receive the following mileage rate:

Casual	Essential User Car Allowance
✓	

Casual User	Mileage Rate / Car Allowance		
	451 - 999cc	1000 - 1199cc	1200 - 1450cc
Per mile first 8,500	39.7p	43.1p	54.4p
Per mile after 8,500	12.1p	12.0p	14.3p