



North Devon Homes

APPLICANT INFORMATION PACK

INFORMATION FOR APPLICANTS

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1. WELCOME TO BARNSTAPLE, NORTH DEVON . . .

. . . with its breathtaking, unspoilt beaches and countryside it is easy to see why North Devon is one of the country's most beautiful and increasingly popular holiday destinations. For those living and working here, we get to enjoy it every day – what could be better than that!



Barnstaple itself is the administrative, commercial and agricultural centre of North Devon and is fast becoming a focus for inward investment and regeneration. Barnstaple has a population in the region of 47,500.



If you want to know more about Barnstaple or North Devon visit:

www.tourist-information.co.uk

www.barnstaple-history.co.uk

www.discoverdevon.com

2. WELCOME TO NORTH DEVON HOMES

Quick facts about North Devon Homes

- We employ approximately 100 staff.
- North Devon Homes is a not for profit housing association with 3161 properties.
- Large Scale Voluntary Transfer from North Devon District Council in February 2000
- We have delivered on all our aspirations and promises made to customer at the time of transfer and as part of this are currently progressing the regeneration of 231 PRC properties.
- We are a Registered Social Landlord (RSL) and regulated by the Homes and Community Agency (HCA) & Tenant Services Authority (TSA).
- Based at Westacott Road, Barnstaple EX32 8TA
- We have a Customer Care Team with sole responsibility for dealing with customers at the first point of contact. They aim to deal with as many queries and issues as possible; such as, paying rent, reporting a repair or general advice
- We have a physical presence in Barnstaple Town Centre with an office at 116-118 Boutport Street, Barnstaple EX31 1TD Which is managed and operated by the Customer Care Team
- We have 18 sheltered sites in Barnstaple and the surrounding areas and provide a community alarm facility to a further 1200 customers.
- We have recently secured funding of £2.4m to kick start the regeneration and refurbishment of our PRC properties. The first phase of our regeneration scheme is for 231 homes which is about to start in 2011. Our aim is to increase this to 355 homes by 2015.
- We have invested £40m in our tenants homes in our first 10 years and currently have a programme of works being delivered by Richardsons.
- We have a small direct labour force with 12 operatives who work on our responsive repairs along with a number of local contractors.
- You can find out more about us by visiting our website www.yourlocallandlord.com

The future of North Devon Homes

Our Corporate Objectives;

1. Placing customers at the heart of our business
2. Maintaining quality affordable homes
3. Improving, supporting and developing our neighbourhoods
4. Being an excellent employer
5. Delivering value for money
6. Commitment to continuous improvement and innovation

Our values ;

- Be **R**eliable, honest and accountable in all that we do
- Aim for **E**xcellence
- Deliver **S**ervice excellence
- Be **P**rofessional & polite
- Value **E**mployees and manage effectively
- **C**elebrate diversity
- Work **T**ogether

3. BOARD OF DIRECTORS

North Devon Homes Board consists of 12 members, who include local councillors, tenant representatives and independent members;

Tenants

Francis Gott
Richard Setter
Trudy Weston
Vacancy

Independent

Simon Price
Adrian Jeffery
Mo Read
Robert Down (Vice Chair)
Nick Lewis (Chair)

Councillors

Jeremy Yabsley
Derrick Spear
Julie Hunt

4. THE EXECUTIVE TEAM

North Devon Homes' Executive Team consists of the Chief Executive, Martyn Gimber, Director of Neighbourhoods, Donna Baddeley and Director of Resources, Nasreen Hussain.

5. EQUAL OPPORTUNITIES

North Devon Homes is committed to being an equal opportunities employer.

As an employer, we believe that our workforce should reflect the community that it serves and that all groups should be properly represented at all levels within the Company.

We have an established 'Starfish' Group which focuses on all aspects equality and diversity for the business to ensure access, fairness and respect in all that we do.

6. DATA PROTECTION

North Devon Homes holds all its data in compliance with the Data protection Act 1998. Your data will be used solely for recruitment to the vacancy for which you are applying.

Should you be unsuccessful, your data will be retained for 6 months. We may ask for your consent to hold your data for longer. We may also contact you for feedback on our recruitment process

7. OFFICE LOCATION



8. TERMS AND CONDITIONS OF EMPLOYMENT

References, Medical and Criminal clearances and Probationary Periods

All of our offers are subject to receipt of satisfactory references and medical clearance. Medical clearance is by way of questionnaire which is assessed by our independent medical advisers. In the event that medical clearance or satisfactory references are not given, the offer may be withdrawn.

References are sought prior to commencement of employment.

Where appropriate, applicants will have their background checked with the Criminal Records Bureau.

If a criminal conviction is declared and the interview panel believes it to have a bearing on the requirements of the post, they reserve the right to discuss the matter with the applicant at interview. If the panel chose not to raise a declared conviction at interview,

please be assured that a view will have been taken that it should not be taken into account when deciding on an applicant's suitability for the post.

All new employees must successfully complete a six month probationary period, during which time performance is regularly appraised. The Company reserves the right to extend the probationary period should it be deemed necessary.

Either party may terminate their employment at any time during this probationary period upon one week's notice. Furthermore, during this period the full disciplinary procedure will not apply, instead a final written warning may be given or in cases of gross misconduct dismissal without notice. Employees are not entitled to Company sick pay or to join the pension scheme during their probationary period.

Governance

Employees may not receive any payment, grant or loan from any funds associated with the employer except under a contract of employment or as reimbursement for legitimate expenses.

In the absence of any specific regulatory Code of Governance, the company has chosen to adopt the principles of the previous "Schedule 1" framework operated by the Housing Corporation.

Hours of Work and Flexi-time

The Company operates a Flexi-time system with a normal working week being 37 hours. Whilst the Company operates a core hours system of between 10:00 and 12:00 and 14:00 and 16:00 the times you work are at the sole discretion of your manager.

The Company expects you to be flexible and during the course of your employment, business demands may dictate that you work additional hours.

A maximum of 8 hours flexi-time may be carried over as a credit or 4 hours as a debit at the end of each calendar month. Employees may take a maximum of six flexi days in any given year (from 1 April to 31 March). Additional days to the maximum of 12 flexi days may be taken at the discretion of your line manager.

Overtime is paid at a time and a half and may only be claimed with the advance approval of a Director. Flexi credits may not be accrued for the period which overtime is paid.

Flexi-time for multi-skilled operatives, painters and decorators, carpenters, masons and apprentices will be agreed with your line manager.

Annual Leave

Entitlement to paid holiday is 25 working days each holiday year running from 1 April to 31 March each year. The Company also recognises 8 statutory holidays with pay and

offers two additional 'Company' days leave to be taken over the Christmas period. This entitlement is non contractual and the Company reserves the right to remain open during the period between Christmas and New Year (with the exception of Bank Holidays). Furthermore, in 2012 an additional statutory holiday will be recognised for the Queen's Diamond Jubilee on 5th June 2012.

Absence

Upon successful completion of a probationary period and in accordance with North Devon Homes' Statutory and Company Sickness Policy, employees are entitled to paid sick leave, details of which are set out in the Staff Handbook.

Pension

The Company is a member of the Social Housing Pension Scheme operated by The Pensions Trust. Employees are eligible to join the pension scheme upon satisfactory completion of their probationary period and subject to the rules of that scheme. Further details are available upon request.

Relocation Expenses

Fair compensation for the costs and disruption associated with relocation is provided and the exact amount of assistance and terms are flexible and will be agreed as part of the overall remuneration package.

Private Medical Insurance

Employees are eligible to join the Company's Private Medical Scheme upon successful completion of their Probationary period. Employees may extend the cover to include their immediate family at their own cost. The Scheme is currently with Aviva. The Company reserves the right to review this scheme.

Employee Assistance Programme (EAP)

This is a free and confidential service provided by an external supplier that has been designed to provide employees with advice and support on a broad range of matter from financial and legal advice to counseling. All employees and their immediate families are eligible from the first day of employment.

Trade Union Membership

North Devon Homes supports the principle of solving industrial relation issues by discussion and agreement. Trade Unions are recognised and employees have the right to join and take part in their activities.

Learning & Development

North Devon Homes is committed to the ongoing learning and development of all its employees and every employee has a personal development plan to follow.

The cost of training requested by the Company will be met by the Company. However, the costs of training requested wholly by the employee is subject to the terms and conditions of a training contract, which include repayment provisions.

Induction

Induction at North Devon Homes is a three stage process.

Stage 1

The first day – general induction by line manager (to include Health and Safety obligations and meet and greet).

Stage 2

In the first 2 weeks – Human Resources will provide a detailed induction session on the working practices at North Devon Homes and Health and Safety.

Stage 3

Quarterly – Executive Team provide a detailed Corporate Induction on the Core Values and Objectives of the Company.

Performance Development Framework

North Devon Homes has a formal appraisal framework that enables individual and team objectives to be linked to strategy and goals of the Company. It is also a tool to develop and promote continuous improvement throughout the Company. Formal appraisals are held twice a year, with regular monitoring of progress via the Company's 121 process, which involves a regular meeting with your Line Manager every 4-6 weeks.

9. APPLICATION GUIDELINES

Please read these notes before you complete the application form.

- The Application Form has two parts. The main application form which is used for shortlisting and interviewing and the personal information sections which are required by Human Resources for administrative and equal opportunities monitoring purposes.
- The Personal Information Sections will not be seen by those who shortlist and will only be available to Human Resources
- We will ensure that no potential or actual employee receives less favourable treatment on the grounds of ethnic origin, colour, gender, disability, age, marital status, sexuality or religion.

When completing the application form, please remember;

- that submitting an application indicates that the information provided is correct
- to check for accuracy, particularly with dates of previous employment, details of qualifications and endorsements on driving license.
- applicants must be eligible to work in the UK
- to complete the Application Form in full. Please do not send a curriculum vitae as substitute for completing all or part of the application form. Please use clearly marked additional sheets if you require more space. Attach any additional sheets securely to the Application Form.
- the selectors do not know applicants so the information provided should clearly explain how skills, abilities, experience and qualifications compare to those outlined in the person specification and job description.
- to provide examples and supporting evidence to demonstrate relevant qualities and skills
- In accordance with employer obligations under the Equality Act, applicants with disabilities can contact us to enquire about the circumstances of the job and at interview, the selectors will discuss any special needs or reasonable adjustments required to enable applicants to fulfill the role.
- As users of the disability symbol, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

North Devon Homes reserve the right to verify any information provided. Falsifying or deliberately omitting information will result in automatic disqualification from the selection process or dismissal on the grounds of gross misconduct, whichever is appropriate.