



North Devon Homes

**Group Recruitment
and Selection Policy**

(and Procedure)

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1 Purpose

Our Policy and Procedure will:

- be open, fair and transparent.
- comply with data protection legislation and best practice.
- comply with the Company's obligations under the Equality Act 2010.
- ensure we have appropriate safeguards in place to minimise a data breach.
- ensure that Value for Money is achieved through the effective use of IT resources.

The purpose of the policy and procedure is to ensure:

- A fair and systematic approach to the recruitment process, ensuring reliability and validity of selection.
- Recruitment processes are free from bias and discrimination to deliver equality of opportunity for all and at each stage of recruitment and selection process to enable the best person for the job to be appointed on merit.
- The recruitment and selection process will be in line with our values and that we will recruit people that share and believe in our values.
- Clear and precise specification of the job requirements and the objective application of selection criteria directly related to those requirements.
- Monitoring of processes to ensure implementation of the aims of the Equality and Diversity Policy and that it reflect the aims of the Equality and Diversity Strategy (EDI Strategy)
- Clear ownership and accountability by staff and line managers for adherence to set guidelines.

2 Principles

This document sets out the key principles that North Devon Homes (the 'Company') will apply when dealing with recruitment and selection and provides details of the procedure when seeking to fill posts within the

Company. This document applies to the recruitment and selection of all staff whether on a permanent, temporary, secondment or fixed term basis.

This statement is non-contractual and does not form part of the employment contract between the Company and the employee.

3 Review

This document will be reviewed at least once every three years by the Head of HR to ensure that the processes and practices continue to operate within best practice, achieve measurable results and achieves continuous service improvement.

4 Responsibilities

The Executive Team will approve this policy under delegated authority from the Board.

The Head of HR will be responsible for ensuring that policy reviews are undertaken in a timely manner and that appropriate consultation takes place. The Head of HR is responsible for ensuring that this policy is communicated and implemented and will provide training for staff as required.

5 Scope

This policy applies to the NDH Group and must be adhered to by all employees, Board Members, involved customers, contractors (whether working in NDH offices or its homes), consultants and any other person granted access to data held or processed by NDH.

6 Policy Statement

6.1 Approval to Recruit

Where a vacancy arises for a new or existing position, it must undergo a formal appraisal to determine and justify its business need. Approval is required from the Executive Team prior to any recruitment commencing and a Staffing Request Form (SRF) should be submitted with salary details and recruitment costs details. It must be accompanied by an up-to-date job description and person specification. The SRF must be signed off by the Financial Controller or Finance Director, and Head of HR or HR Adviser.

Where a vacancy is a 'like for like' replacement approval may be given by the relevant director, without the need for full Executive Team approval.

If the post is new or substantial amendments to duties have been made to the job description, it may need to be externally evaluated to determine the salary. HR will arrange for this to take place.

The SRF should detail why the role is to be filled on either a permanent or time-defined basis. For example, a secondment or fixed term contract may be required for a specific time period such as a project or maternity cover. A temporary contract may also be considered for roles that cannot be filled by secondment or need to be filled at very short notice or to cover roles while recruitment is actively undertaken.

Salaries should be advertised as a salary band with a minimum and maximum amount. The maximum amount will be the approved median salary for that role, with the minimum being 95% of the median, so long as this does not fall below the approved lower quartile for the role or National Living Wage.

SRFs are available from HR or on MS Teams.

6.2 Job Descriptions

A Job Description is required for every post. The Job description must be in the corporate format, the template for which can be found on Teams or can be requested from HR.

HR will be responsible for checking the job description and person specification to ensure they comply with the relevant legislation and Company policy.

A job description must:

- detail the role's purpose and key responsibilities. NDH use a competency-based job description, including reference to the Company Values. This document will form the basis for the selection process.
- give a clear explanation of the post, be presented professionally and be readily understandable. The information on the job description must only be included if appropriate to the position.

6.3 Person Specifications

The person specification will be used to shortlist and select candidates and should clearly set out the essential and/or desirable experience, knowledge and qualifications that are required to fulfil the job. A person specification is required for every post. It should not be unnecessarily restrictive to avoid any discrimination.

The Company is committed to Equality, Diversity & Inclusion (EDI). We aim to deliver equality of opportunity for all and at each stage of the recruitment and selection process. The Person Specification will be written without regard to any Protected Characteristics (Age, Disability, Sex, Sexual Orientation, Gender Reassignment, Marriage or Civil partnership, Pregnancy and Maternity, Race, Religion or Belief).

The person specification forms the criteria for the short-listing matrix, which allows those managing the recruitment process to clearly and objectively short list the candidates at the initial stage.

The Person Specification will:

- Be related to the needs of the job
- Be specific, clear and not open to misinterpretation
- Be appropriate and within legislative restraints
- Include any specific training, qualifications or Health and Safety competencies that are required to fulfill the job role
- Outline any previous skills and experience required
- Be non-discriminatory unless legal exceptions apply
- Consider the behaviours and values that are required to support the role and company culture
- Be objective and open to assessment through the application form or CV and supporting statement or recruitment process.

Applicants unable to meet the essential criteria should not be short-listed for interview.

6.4 Short Term Cover – Fixed Term Contracts

A fixed term contract (FTC) may be used when there is a clear end date to the work or it is required for a specific timeframe. A FTC may also be used as an alternative to procuring agency staff where it is proven to be cost effective and meets the business needs. FTCs should not exceed 12 months unless there are exceptional circumstances for doing so.

At the end of a FTC, the contract must end unless there is clear business justification for an extension. In the event of a FTC being extended multiple times, the post holder will automatically become permanent after 4 years, unless there is clear justification for continued use of a FTC. For example, if the task or project they are working on is due to come to an end shortly after the four-year point.

Employees on a FTC of more than 1 year are entitled to a written statement of reasons for not renewing the contract.

Employees on a FTC contract do not have the right to be automatically appointed should the post become permanent but do have the right to apply.

6.5 Secondments

A secondment is the temporary movement or 'loan' of an employee to another area of the business. The employee is expected to return to their substantive post at the end of the secondment. Secondments may arise due to business needs or due to the Company's commitment to learning and development.

Local agreements are held by each department and will state the number of employees the department can support on outgoing secondments (to other departments) at any one time. Employees wishing to apply for an internal position on secondment must refer to their local agreement for details. It is considered best practice to inform your line manager that you wish to apply for a secondment and the reason for your application.

Employees must have been in their substantive post for at least 12 months to be eligible to apply for a secondment, unless there are exceptional business reasons for accepting an application from someone with less than 12 months' service, in their substantive post.

If the local agreement supports a secondment, the employee wishing to transfer to another department will retain their right to return to their substantive post at the end of the secondment.

Where the local agreement does not support a secondment, the employee wishing to transfer to another department must apply in the knowledge that if successful they will be offered a fixed term contract and, if accepted, will result in them relinquishing their right to return to their substantive post.

Secondments must have an end date, and not last longer than 12 months in duration unless there are exceptional circumstances. If a secondment needs to be extended in duration (up to a maximum of 18 months from the original start date), the Line Manager must ensure that this is agreed with the employee, Executive Team and their substantive Line Manager and inform HR at the earliest opportunity so that new documents can be issued.

Similarly, if a post is likely to last for more than 18 months then an employee wishing to transfer to another department must apply in the knowledge that, if successful, may be offered a fixed term contract and, if accepted, will result in them relinquishing their right to return to their substantive post.

The Company will require the secondees to sign a variation to contract.

The employee will be made aware of their status prior to commencement of the secondment i.e. that they are required to return to their substantive role at the end of the secondment and that the arrangement (including any changes to pay) is temporary. Notice periods may be imposed by the Company or by the department to which the individual is seconded.

In order to respond to exceptional or urgent business needs, the Executive Team may approve an interim appointment without going through the recruitment process. The rationale for doing so will be considered and tested at an Executive Team meeting. This method can be used for internal and external appointments provided the relevant approval is given. Secondments are subject to an interview process. Testing assessments will be determined by the recruiting manager and HR. Where candidates have already completed the same ability, personality or psychometric test for the position they are applying for, if they are happy with their previous results and providing the results are not more than 12 months old, they will not be required to re-take the test. The results will be used in comparison with the other candidates assessed.

6.6 Maternity Leave Cover

A FTC will be used to back-fill for maternity leave. Vacancies will be advertised in line with these procedures. In the event of an internal appointment this may be offered as a secondment opportunity. A FTC or contract variation letter will be issued for 9 months initially and extended to 12 months where the substantive post holder remains on maternity leave.

A SRF must be approved by Executive Team to back fill maternity leave.

6.7 Sickness Absence Cover

Each department is expected to cover short term absence within the existing team, however, in cases of long-term absence of more than one month, it may be necessary to recruit on a temporary basis until the employee returns to work. In most cases, this will be done via a recruitment agency due to the unknown duration and will need to be agreed with Human Resources and the Executive Team. However, in cases whereby the employee is likely to be absent for more than 3 months a FTC or secondment may be considered to provide stability and continuity in the team.

A SRF must be approved by Executive Team for any sickness absence cover.

6.8 Acting up Allowance / Additional Duties Contract

As part of the Company's ongoing commitment to developing staff, there may be a business need or requirement to act up into a role. This may include:

- Taking on additional responsibilities of a role that is more senior than their current one.
- To cover sickness, other absence or taking people management responsibilities for a set period of time.

In these circumstances it may be appropriate to award an acting up allowance for the period of the activity. The Executive Team will consider the case and, depending on the duties and responsibilities a percentage of the full-time equivalent salary may be agreed by the Executive Team to be reviewed on a six-monthly basis.

A SRF must be submitted by a manager and approved by Executive Team for any acting up opportunities.

6.9 Temporary Agency Workers and Recruitment Agencies

From time to time a short-term agency staffing solution may be necessary when other resources have been exhausted. This is usually for a period of up to six months. A Staffing Request must be approved in advance by Executive Team for any temporary worker requirements.

The process when selecting temporary workers will require CV's to be sent to HR via an approved agency. CV's will be short-listed against the job description / person specification or job briefing. A meeting will be held with the Line Manager to determine suitability for the role.

Some agencies will waive the placement fee after 13 weeks if the worker is to be recruited on a permanent basis or offered a fixed term contract. HR will agree any temporary contracts as it is essential any terms and conditions with the agency are agreed in advance.

Agencies are not permitted to submit CVs as part of a wider recruitment process, until such time as that process has concluded as this can create a fee issue in respect of candidate introductions. Permission must be sought from HR before agencies can be included in any recruitment process. In exceptional circumstances and where market conditions dictate, CV's may be accepted via a recruitment agency concurrent with external advertising. The date and source of all applications must be logged.

6.10 Recruitment Advertising

The circumstances and requirements for filling each vacancy may be different and the approach taken may vary depending on factors such as:

- recruitment market conditions
- availability of a suitable pool of internal candidates
- size, make-up, and support levels within the existing team (for example, if a team has fewer experienced members a more experienced team member may be sought)

- whether the vacancy is permanent, temporary or a fixed term contract.

All vacancies will be advertised internally. This will be done via the intranet on Teams, job vacancy notice boards and via Staff Comms. The Human Resources department will email long term absentees and those on maternity / paternity leave with details of any vacancies.

6.11 Internal Advertising

The recruiting line manager may elect to advertise internally only if they believe that there is a pool of internal employees that have the skills and experience that meet the requirements of the role.

Posts that are deemed as development or trainee posts may also be advertised internally only to support our “grow your own” objective.

Internal adverts and supporting documents will be made available via the intranet via Teams, Job Vacancy Boards and via All Staff Comms.

Internal candidates are requested to put forward an “expression of interest” which must be no more than two sides of A4. This should contain reasons for interest and written demonstration of skills and experience required as stated in the person specification. In cases where the post is advertised externally, internal candidates will be required to complete an application form and/or submit a CV and Supporting Statement. This is to ensure that all candidates whether internal or external can be considered on a like for like basis.

A deadline date for expressions of interest or Supporting Statement and CV will be advised in advance and an interview date will normally be stated within the advert.

Temporary workers employed by an agency may apply for internal vacancies from the start of their assignment. Apprentices may apply for vacancies once they have completed their qualification and all work has been submitted to the learning provider. HR will seek authorisation that all work has been completed and submitted.

Internal candidates are required to have successfully completed their probationary period and have been in their substantive post for at least 12 months to be eligible to apply for an alternative vacancy.

Internal candidates who are employed on a fixed term contract and who have passed their probationary period will be considered.

Where there are employees who are part of a change process which may include potential redundancies, all vacancies during the consultation period will be advertised internally, prior to being advertised externally.

Employees with current formal warnings on their record or under the capability or disciplinary process, are unable to apply for internal vacancies.

It is considered best practice for the employee to inform their line manager that they wish to apply for an alternate role and the reason for their application.

6.12 External Advertising

External advertisements will be placed on social media which may include Facebook, Twitter and Linked in. Adverts may also be placed in appropriate publications, job boards or websites (e.g. local or national newspapers, specialist and/or professional journals). This should be indicated on the Request for Staffing form. HR will liaise with the line manager to determine and agree external advertising. HR have responsibility for the recruitment advertising budget and will offer advice on costs and value for money.

All recruitment advertisements will be prepared by HR and approved by the recruiting manager. Every advertisement will state where applications should be sent, if applicable, the requirement of a Disclosure and Barring Service (DBS) check, if testing will be required, a closing date and where possible, an interview date.

6.13 Apprenticeship Schemes

Consideration will also be given to employing Apprentices. This will be highlighted on the Request for Staffing Form. HR will liaise with the most appropriate apprenticeship scheme provider to advertise and source potential candidates.

6.14 Application Information Pack

Applicant Information Packs are designed to provide as much information about the Company and the vacancy to enable an applicant to determine whether they wish to apply. Packs can be downloaded from the job vacancy page of the ndh website or a paper copy can be requested from by HR. The application Information Pack may be provided in alternate formats, on request, for those who are unable to access electronic or paper-based information.

6.15 Applications

Applicants may submit an online or paper -application form or a CV and supporting statement.

Applicants are asked to submit a current CV which must include previous employment details, dates and reason for leaving education and qualification details including grades.

In line with our equal opportunities policy, candidates are requested not to include any personal details on their CV.

Applicants will be made aware of their right to request reasonable adjustments at this stage in the recruitment process, for example an alternative format such as large print or tape, extra time for testing or specific access requirements.

We process all personal data collected during the recruitment process in accordance with our Data Protection Policy on processing special category personal data and criminal records data.

We do not collect unnecessary personal data from applicants during the recruitment process. Data collected as part of the recruitment process is held securely and accessed by, and disclosed to, individuals only for the purposes of managing the recruitment exercise effectively to decide to whom to offer the job.

6.16 Equal Opportunities Monitoring Form

This information is disregarded during short-listing. A separate record is kept by HR. This ensures applicants are selected on merit alone.

The information from the form is recorded electronically so Equality and Diversity Information can be monitored, and any reasonable adjustments can be made after consultation with the applicant.

6.17 Recruiting Managers

All those involved in the recruitment and selection process must have:

- previous recruitment experience
- a clear understanding of the Company's equal opportunity policies
- a comprehensive understanding of the job requirements.

In the event that a recruiting manager does not have previous recruiting experience, additional training will be put in place by HR to support the process.

6.18 Shortlisting

Two interviewers will normally shortlist against the person specification. A short-listing matrix will be used to record the extent to which each candidate meets the criteria of a role. HR is available, upon request, to carry out a first stage short-list to sift through and automatically reject any applications that do not meet the essential criteria outlined in the person specification.

The short-listing matrix should be completed in full for each individual and a total score calculated. The Line Manager must set a minimum score threshold that candidates must obtain to be selected for interview. Line Managers must be prepared to give constructive feedback to HR in case applicants request it. This feedback will be recorded on Cascade.

The Company is proud to be a disability confident Employer.



All disabled applicants who meet the minimum conditions for a job vacancy will be interviewed and considered based on their abilities.

HR will issue rejection letters via email to applicants not shortlisted.

Invitations to interview are sent outlining the details of the interview which may include details of any assessment that will be required on the day of the interview or prior to the interview. Applicants invited to interview are asked to confirm their attendance and are requested to contact HR should they require reasonable adjustments be made to the process.

All internal candidates who meet the minimum conditions for a job vacancy will be interviewed and considered based in their abilities.

HR will be responsible for all communication between the Company and applicants. Applicants will be kept fully informed of the progress of their application.

6.19 Interviews

The Recruiting Manager must prepare a selection process that tests candidates against the person specification. This includes producing a number of values, competency based and job specific interview questions, together with the key points which candidates might be expected to cover in their answers. Support will be provided by HR on request.

Each question should be given a weighting prior to interviews (High (3), Medium (2), and Low (1)). The candidate's answers are then scored between zero to five (five for a complete answer). This score is multiplied by the weighted figure to provide a total mark for each question.

Each panel member must decide prior to the interview which questions they will ask.

If a disabled applicant has been shortlisted, reasonable adjustments may be required. Reasonable adjustments should be agreed in advance with the applicant. They may include adjustments to the environment, the

format in which the interview questions are asked or the selection method used.

Each candidate is asked the same set of core questions. The interview panel will record and score their answers. If additional selection methods are used these should be fed into the decision-making process at the end and the candidate who best meets the selection criteria chosen.

If the panel has any further questions they wish to ask regarding the candidate's CV or application form these may be asked at the end of the interview and responses considered.

The scores for each candidate and their suitability for the role will be summarised and signed off by both members of the panel. The information on this sheet will be used to provide feedback results to all candidates. Please note that the candidate has the right to request a copy of this sheet and the interview notes.

If there is more than one appointable candidate at this stage, a second interview and further testing should be considered.

All candidates should be notified of the outcome of the interview as soon as possible. An expected time period for this outcome must be given at interview stage. Feedback on their performance and an explanation of the decision will be offered if requested.

Reasonable adjustments to the interview and testing process will be made by Human Resources to ensure that no applicant is disadvantaged. These will be considered and agreed in collaboration with the applicant. The recruiting line manager must consider further reasonable adjustments after an offer has been made.

6.20 Testing

Testing may be considered as part of the selection process, although not a mandatory requirement. Testing will provide a different perspective to the traditional interview. Interviewers will need to be clear about the purpose of the testing and desired outcomes. All assessments used must be relevant to the post.

Recommended testing options are included at Appendix 1. Alternative tests options can be agreed with HR. The HR Adviser or Head of HR will agree the most appropriate methods of selection and testing with the line manager. Online testing may be carried out prior to the interview date but reasonable notice and time periods must be given to each candidate. Psychometric assessments will only be carried out where the required outcome can be clearly stated and the test or questionnaire used can be shown to be relevant to the purpose of the assessment.

The tests will be reviewed regularly to ensure that they remain relevant and free from bias.

Where a disability prevents a short-listed individual from undergoing standard selection procedures, appropriate alternative arrangements for assessment will be made, following consultation with the shortlisted applicant. The test publisher must be contacted for advice before making any changes to test administration procedures.

Where possible, candidates will be tested in their native language. An additional test of their command of English can be given as necessary.

6.21 Recording of Information

Records for each vacancy will be retained for of six months from the date of advertisement to include:

- Assessment and selection criteria used (job specification)
- Application of assessment and selection criteria (ie application form and CV)
- Interview and other selection method notes.

6.22 Reasons for decisions made

Interview notes from each panel member must provide sufficient details on which to base a decision and may need to be relied upon in defending a decision at an Employment Tribunal.

All recruitment paperwork relating to the successful candidate must be retained and placed on their HR file.

Recruitment paperwork relating to internal candidates who may not have been successful will be retained on their HR files.

Individuals are able to access all the paperwork relating to their recruitment process in accordance with Data Protection legislation.

Applicant information will be retained in accordance with the NDH Group Document Retention Policy.

6.23 Offers of Employment

Where the interview panel agree on the appointment, a verbal offer of employment may be made by either the Line Manager, Human Resources Adviser, Head of HR or a member of the Executive Team. Verbal offers are binding so all details must be agreed in advance of making the verbal offer.

Where either HR or the Line Manager has concerns over any appointment, it may be necessary to escalate the final decision to the Executive Team. In such circumstances a brief report will be required providing an explanation of any concerns. The outcome may be to proceed with the appointment, reinterview or reject the candidate. A referral to Executive Team may also be required in circumstances when there is a potential impact to the business through not appointing.

When considering the most appropriate salary to offer, line managers should consider the extent to which the candidate is able to fulfil the role, their qualifications and level of experience. This gives the Line Manager flexibility to agree a development or training plan with the new starter before moving to the median salary. In some cases, the full salary may be offered on appointment.

All positions offered are conditional based on the following:

- receipt of two satisfactory references (one must be current or most recent employer)
- the successful completion of a six-month probationary period.
- the satisfactory result of an Occupational Health assessment (based on a medical questionnaire completed by the individual) which may or may not result in a medical examination and, if necessary, consideration of reasonable adjustments.
- verification of professional qualification/s as per job requirements.
- Receipt of a satisfactory DBS check,
- Receipt of proof of eligibility to work in the UK. Under the Asylum and Immigration Act 1996, it is a criminal offence to employ someone without entitlement or permission to work in the UK. Section 8 of the Asylum and Immigration Act requires all employers in the UK to make basic document checks on every person before they start work.

6.24 Appointment Process

At the time of offering the post to the successful candidate, terms and conditions of employment will be discussed as well as a possible start date.

HR will issue all relevant offer of employment documentation and carry out all necessary checks.

Successful candidates will be asked to provide confirmation of their eligibility to work in the UK. Original documentation will be required prior to their first day of employment. Candidates who are unable to confirm their eligibility to work in the UK with the relevant original documentation will not be able to commence employment until they have done so.

HR will ensure that all documentation is returned and held on the individual's HR file.

The individual will be asked to complete a Medical Questionnaire and submit it directly to our Occupational Health Provider. The subsequent report will be held on the individual's file.

The DBS form is completed online and new starters are asked to bring in relevant verification documentation. Where a DBS result has not been received prior to the start date, the line manager will be informed and a DBS Risk Assessment will be completed by HR.

6.25 Recruitment Delegation

The Board must approve appointments to the Executive Team and the Executive Team will be responsible for approving appointments for all other positions within the Company.

7 Consultation

The following have been consulted in developing the policy:

Date	Consultation methodology	Challenge / impact / result
13.06.23	Staff Consultation	Tenancy Coordinators added to Appendix 2

8 Equality Impact Assessment

The Company seeks to embrace equality and diversity in all aspects of its business.

The Company aims to ensure that all its stakeholders, regardless of any protected characteristics, are treated fairly and equally.

8.1 Potential impact on each of the diversity "groups".

Strand	No impact	Negative impact	Positive impact	Comments / evidence (if negative impact, how does the policy address this)?
Race	✓			
Disability	✓			
Gender	✓			
Gender Reassignment	✓			
Sexual orientation	✓			
Religion or belief	✓			
Age	✓			

Rural issues	✓			
Social Inclusion issues	✓			
Pregnancy and maternity	✓			
Marriage and civil partnership	✓			

8.2 Does the Policy promote equality of opportunity? Yes / No / Not applicable.

Next review date:	Responsible Officer
Every 3 years July 2026	Head of HR
	Related Documents
	Equality & Diversity Policy Employee handbook Line Managers handbook Group Data Protection Policy Recruitment of Ex-Offenders Policy EDI Strategy eLearning

Appendix 1 – Testing options

Position	Interview Structure	Testing Options	Interviewers
Director	Initial formal interview, aimed to shortlist candidates further. Final interview for shortlisted candidates	OPQ Verbal and Numerical PowerPoint Presentation Integration; meeting other Managers / Directors	Human Resources, Director and Board Member
Head of Service	Initial formal interview, aimed to shortlist candidates further. Final interview for shortlisted candidates	OPQ Scenario Verbal and Numerical	Human Resources and Director
Manager	Initial formal interview, aimed to shortlist candidates further. Final interview for shortlisted candidates	OPQ Scenario Verbal and Numerical	Human Resources and Director
Team Leader / Supervisor	Initial formal interview, aimed to shortlist candidates further. Final interview for shortlisted candidates	OPQ Scenario / written questions – job related. Verbal and Numerical	Human Resources and Line Manager
Advisers / Officers / Support Staff	Formal interview, aimed to shortlist candidates further.	Scenario / written questions – job related. Verbal and Numerical	Human Resources and Line Manager
Administrators	Interview for shortlisted candidates	Verbal and Numerical IT Skills Test Data Entry	Human Resources and Line Manager

Appendix 2 – DBS Checks

The following job titles require a DBS check before the post-holder is able to attend customer visits unaccompanied:

Financial Inclusion Officer
Energy & Wellbeing Officer
Clerk of Works
Customer Involvement Manager
Customer Involvement Officer
Devon Homelink Community Alarm Coordinator
Surveyor
General Operative
Home 2Home Trainee
Home 2 Home Manager
Home 2 Home Works Coordinator
Income Manager
Income Recovery Officer
Independent Living Support Officer
Independent Living Team Leader
Lettings and Allocations Officer
Customer & Contracts Liaison Officer
Multi-Skilled Operative
Neighbourhood Services Team Leader
Neighbourhood Officer
Estate Ranger
Planned Maintenance Manager
Regeneration & Development Coordinator
Regeneration & Development Project Officer
Commercial Officer
Responsive Repairs Manager
Specialist Support Team Leader
Specialist Support Officer
Tenancy Coordinator
Asset Works & Financial Auditor.