



# Neighbourhood Services Trainee

Recruitment Pack



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# About South Liverpool Homes

South Liverpool Homes is a community benefit society registered with the Regulator of Social Housing (RSH). It is parent to Avela Services Limited, which in turn is the majority partner in two joint ventures with Penny Lane Builders Limited. This joint venture is 'Avela Home Service', our unique and innovative partnership which is responsible for delivering our repairs and maintenance service. Our subsidiary, SLH Developments, builds our much-needed new homes.



Since our formation, we have invested heavily in our assets to make them safe, warm, and quality homes. But we are not just about homes, we also invest in our neighbourhoods and services to make our homes, and the neighbourhoods in which they are located, sustainable, while at the same time improving the life chances of our residents.

Our vision is:

## Great homes | Strong communities | Bright futures

This vision supports our mission to provide homes and services to those in need. As a social landlord and a major stakeholder in the communities where we work, it is our duty to tackle societal issues; closing the gap on the multiple inequalities that our communities face. Fundamental to this is the provision of good-quality housing that people are proud to call their home.

**We will achieve our vision through four key strategic themes:**




# About South Liverpool Homes

SLH is a forward-thinking and dynamic organisation that truly has our tenants at the heart of what we do. Although our core purpose is as a social landlord, we do so much more. We provide services that help change lives.

## Our values underpin everything we do

 we are professional


We value experience and expertise, but also love to develop potential

 we take ownership

We take personal responsibility for our actions; doing what we say we will do.

 we care

We care about the wellbeing of our customers, our colleagues and the communities we work in. They are at the heart of everything we do.

 we make it happen

We innovate; using our passion and energy to be bold, find solutions and make a real difference.

 we are inclusive

We respect and value each other, we are stronger working together.





**Avela Home Service LLP is a joint venture between South Liverpool Homes and Penny Lane Builders.**

**Avela Home Service's activities include but are not limited to:**

- Responsive repairs and maintenance
- Cyclical and planned improvement works
- Specialist property adaptations
- Out-of-hours call handling and emergency repairs service



**SLH** Developments

**SLH Developments brings together a skilled local workforce and supply chain to help accelerate the supply of much needed homes.**

**SLH Developments will:**

- Use an innovative partnership model to deliver small-scale developments in a more efficient way than large-scale housing developers.
- Provide much-needed mixed-tenure homes in South Liverpool.
- Support the South Liverpool economy by providing employment and training opportunities for local people.

# Key locations



South Liverpool Homes  
Parklands  
Conleach Road  
Speke  
L24 0TY  
0330 3033000



Avela

Unit 7 The Matchworks  
Speke Road,  
Liverpool L19  
2RF

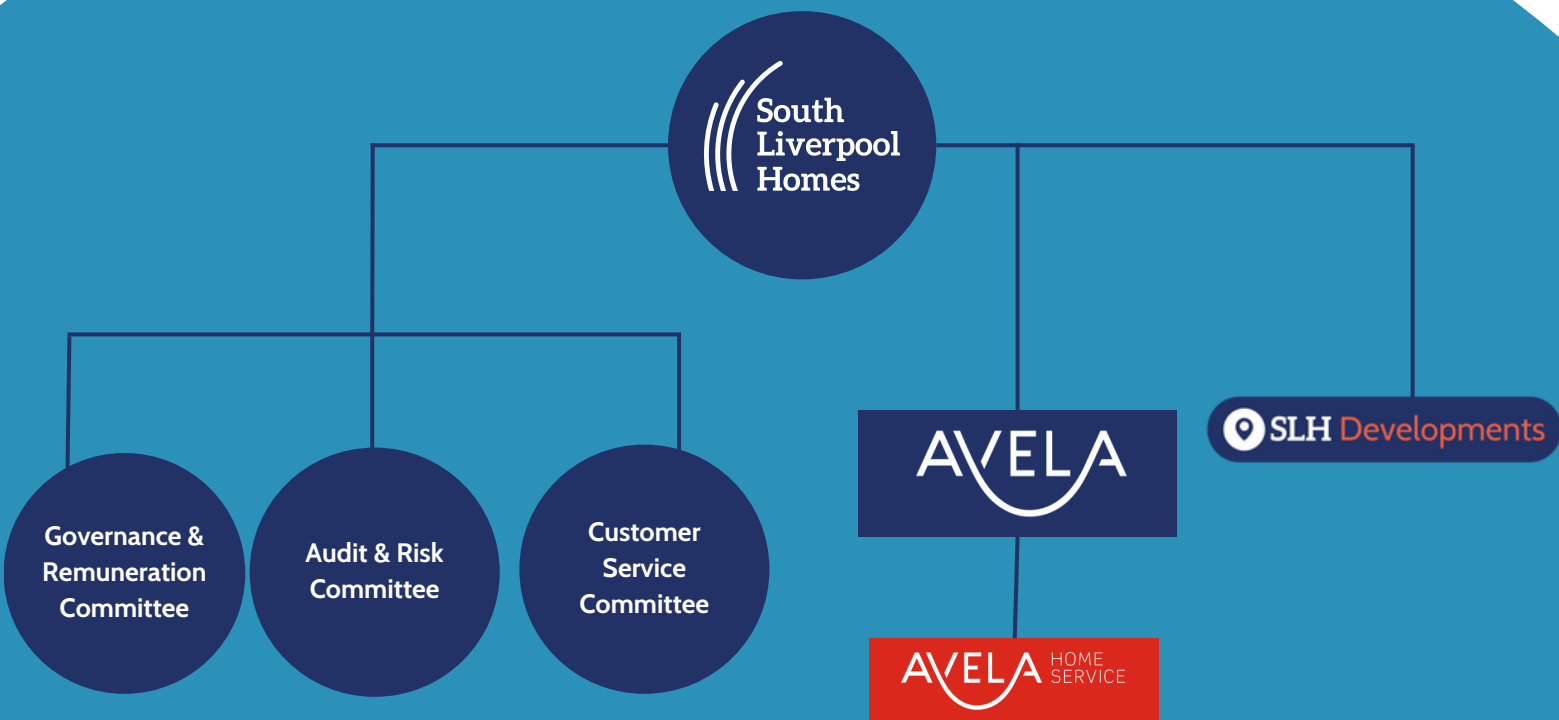
Unit 7,  
Penny Lane House,  
Evans Road,  
Speke,  
Liverpool  
L24 9PB



Ganworth Road  
Speke  
Liverpool  
L24



Reach  
Speke Library  
Conleach Road  
Speke  
Liverpool  
L24 0TY



# Job Description

<b>Job title:</b>	Neighbourhood Services Trainee
<b>Team:</b>	Neighbourhood Services
<b>Responsible to:</b>	Neighbourhood Services Team Leader

## **Main purpose of role:**

The trainee will assist a team of Neighbourhood Services Officers in providing day to day delivery of a high quality, professional, customer-focussed, efficient and effective Housing Management service direct to SLH tenants and other customers, including the management of our Independent Living Schemes.

## **Key objectives & tasks:**

- Assisting Neighbourhood Services Officers to plan and co-ordinate the delivery of our knowing our customers project. This will include completing visits with our customers in their homes and the accurate recording of information on our systems.
- Supporting the Neighbourhood Services Team with the recording of new cases, managing calls back into the team and providing advice and support to tenants as and when required.
- To complete estate and block inspections across our Neighbourhoods and reporting issues to agencies and internal teams to ensure our neighbourhoods and communal areas are clean and tidy.
- To assist in the coordination and administration of all aspects of the Neighbourhood Services Team and relevant service areas.
- To complete starter tenancy reviews with tenants both on the telephone and in their homes.
- To assist Neighbourhood Management Officer with the investigation of Succession, Left in Occupation and Mutual Exchanges cases.
- To study and achieve the Housing Management Level 3 qualification.
- To assist with a range of tenancy management, enforcement, and support initiatives such as new tenancy sign-up, tenancy fraud, noise reports and other neighbourhood management reports.
- To assist with the delivery of community events in our neighbourhoods.
- Develop and maintain effective working relationships with all colleagues, contractors and external stakeholders, engaging fully with all required training.
- Develop an excellent understanding of SLH business and service areas to efficiently signpost, achieving a positive customer experience.
- To ensure all information, contacts and data is recorded accurately on our housing management systems.

# Job Description

## General Terms & Conditions

- Meet performance management targets and support the delivery and achievement of corporate objectives.
- To undertake any other tasks and duties within the scope and grade of the post.
- To carry out all duties with due regard to the provisions of Health and Safety Legislation.
- Be prepared to work flexibly outside normal office hours.
- To be aware of SLH safeguarding policy and to take responsibility to act as an alerter.
- Agree to act in accordance and actively promote SLH's Equality & Diversity commitments in all areas of work.



# Person Specification

## Qualifications

Specification	Desirable/Essential	Method of Assessment
A-Levels or equivalent (grade A* - C / 9-4)	E	CV
CIH Housing Qualification or working towards	D	CV

## Experience

Specification	Desirable/Essential	Method of Assessment
Working in a Customer Service focussed environment.	D	CV/CL/I
Working effectively as part of a team	E	CV/CL/I
Working in a Housing environment	D	CV/CL/I

## Knowledge

Specification	Desirable/Essential	Method of Assessment
Good ICT skills	E	CL/I
A good understanding of the principles of customer service.	E	CL/I
An understanding of social housing.	D	CL/I

Knowledge of the local area (Speke & Garston)	D	CL/I
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## Skills

Specification	Desirable/Essential	Method of Assessment
Ability to deal with queries calmly and efficiently.	E	CL/I
Good attention to detail	E	CL/I
Self-motivated and able to take responsibility for their own personal and professional development.	E	CL/I
Good communicator (in person, via telephone and in writing).	E	CL/I
Professional attitude with the ability to work in a confidential, ethical and empathetic manner	E	CL/I
Able to handle the requirements of a level 3 qualification.	E	CL/I

# Key Terms & Conditions

Position: Neighbourhood Services Trainee

Contract: 2 year fixed term

Hours: 35 hours per week. We are also 'Happy to Talk Flexible Working' including the opportunity of reduced hours/days.

Place of work: Hybrid working - mix of attendance at our office in Speke/Home working.

Annual leave: 30 days rising to 35 with each year of service

Visit our 'Work For Us' for more information on the excellent benefits on offer for all SLH colleagues.

# Key dates and the selection process

Closing date

29 April

Recruitment date

17 May

If you are unable to attend on the recruitment date, please make this clear in your application.



Please let us know if you need any support or adjustments at interview to help you perform at your best!

# How to apply

## Think you'd be a good fit? Here's how to apply.

Apply through our website.

As part of the online application process you will need to upload;

- an up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- a supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages

Please note that applications can only be considered if all the information on the application form and requested documentation is complete.

If you would like an informal discussion about the role or the interview process please contact [recruitment@southliverpoolhomes.co.uk](mailto:recruitment@southliverpoolhomes.co.uk) to arrange this.

We understand applicants from ethnic minority backgrounds and/or with a disability may experience additional barriers when applying for a new role and so we offer applicants from ethnic minority groups or disabled applicants a guaranteed interview. If you wish to apply under the relevant scheme and meet all the essential criteria outlined in the person specification please specify on in the relevant area of your application form.







[southliverpoolhomes.co.uk](https://southliverpoolhomes.co.uk)