



Caretaker

Recruitment Information Pack

October 2020



Contents

1. Chief Executive's message
2. About BHA
3. Vision and Values
4. Job description/Person specification (enclosed)
5. Terms and conditions of employment
6. Job advert
7. How to apply
8. The selection process
9. Structure Chart

I. Message from Susan French, Chief Executive

Dear Applicant

Firstly, thank you for your expression of interest in this role. This is a great opportunity to join BHA and make a difference to the lives of our residents. This role will play an important part in creating and maintaining clean and tidy estates where people will feel proud to live.

Barnsbury is a unique organisation. Although small (we have 300 homes in and around the lovely Barnsbury neighbourhood of Islington), we are creative and ambitious and determined to make a difference. Formed in 1967, we are proud of our history and roots, whilst very much looking to the future. Our values remain at the heart of how we work and we are passionate about making a lasting difference to the people and neighbourhoods where we work.

This post is an ideal opportunity for someone with caretaking, cleaning and grounds maintenance experience. We have a clear and ambitious vision for the future and we want a Caretaker who can support this vision and make a real difference to BHA and our tenants.

If you would like an informal discussion about the role or have any questions please do not hesitate to contact Vivienne Astall or by email: vivienne@barnsbury.org

Completed applications must be received by **Monday 9th November 2020** and sent to vivienne@barnsbury.org

We look forward to receiving your application.

Yours sincerely



Susan French
Chief Executive

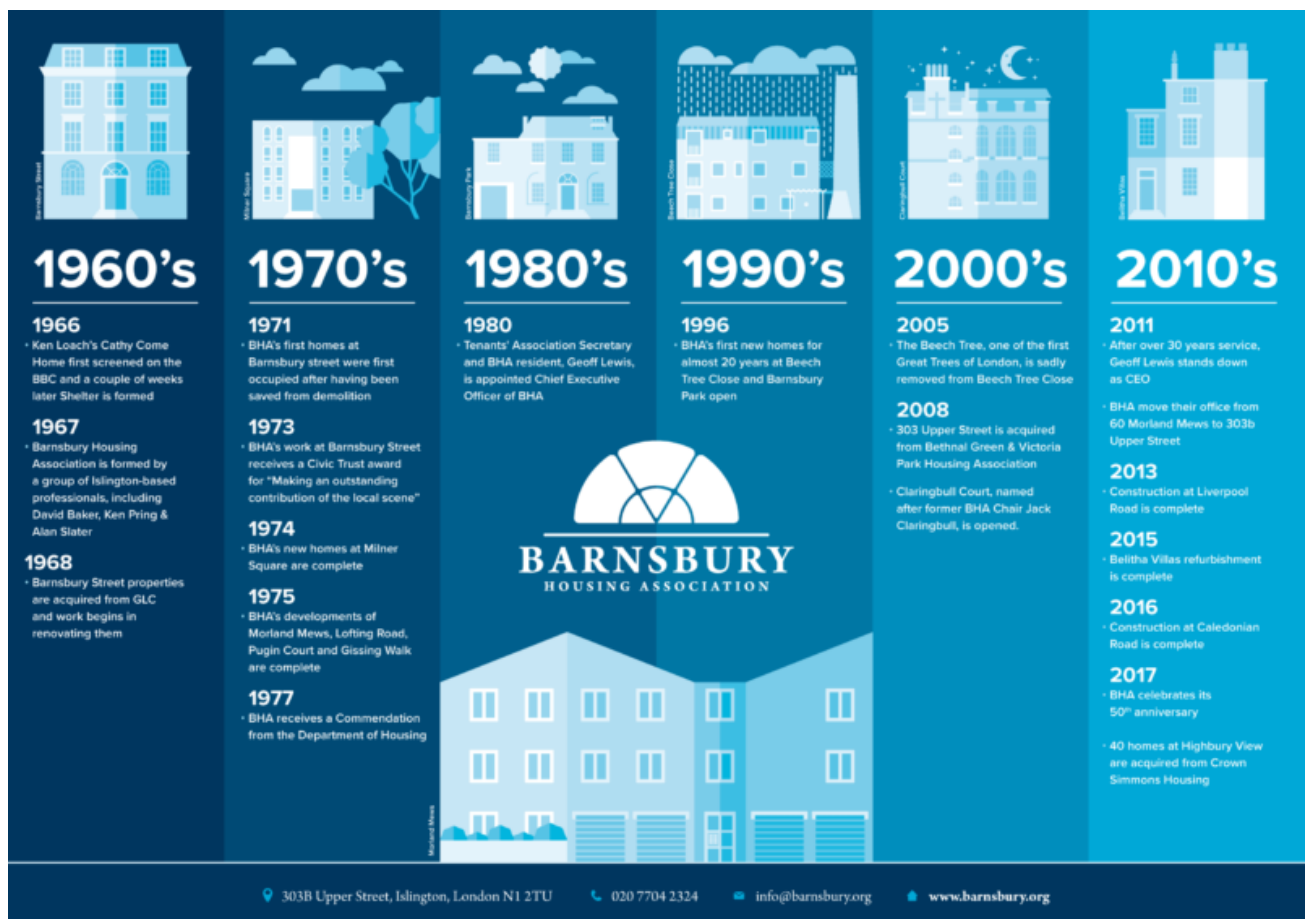


2. About BHA

BHA has 300 homes in Islington, North London and has been rooted in the Barnsbury community since 1967. We recently celebrated our 50th anniversary - you can watch a film about our history on our website, www.barnsbury.org.

Our mission is to provide quality affordable rented housing and a quality service. In doing so, we aim to help keep Barnsbury affordable and help our tenants thrive. We aim to:

- be responsive and caring
- know our residents as individuals
- help build self-reliance in our community
- be open (to new ideas, improvement) and accessible
- be nimble and creative, willing to try new things
- be a connected and effective partner
- aim high and punch above our weight.



The infographic is a vertical timeline on a blue background, divided into six columns representing decades: 1960's, 1970's, 1980's, 1990's, 2000's, and 2010's. Each column features an illustration of a building and a list of key events. At the bottom center, the Barnsbury Housing Association logo is displayed above a stylized illustration of a row of houses. The timeline ends with the year 2017, marking the 50th anniversary.

Year	Event
1966	Ken Loach's Cathy Come Home first screened on the BBC and a couple of weeks later Shelter is formed
1967	Barnsbury Housing Association is formed by a group of Islington-based professionals, including David Baker, Ken Pring & Alan Slater
1968	Barnsbury Street properties are acquired from GLC and work begins in renovating them
1971	BHA's first homes at Barnsbury street were first occupied after having been saved from demolition
1973	BHA's work at Barnsbury Street receives a Civic Trust award for "Making an outstanding contribution of the local scene"
1974	BHA's new homes at Milner Square are complete
1975	BHA's developments of Morland Mews, Lofting Road, Pugin Court and Gissing Walk are complete
1977	BHA receives a Commendation from the Department of Housing
1980	Tenants' Association Secretary and BHA resident, Geoff Lewis, is appointed Chief Executive Officer of BHA
1996	BHA's first new homes for almost 20 years at Beech Tree Close and Barnsbury Park open
2005	The Beech Tree, one of the first Great Trees of London, is sadly removed from Beech Tree Close
2008	303 Upper Street is acquired from Bethnal Green & Victoria Park Housing Association Claringbull Court, named after former BHA Chair Jack Claringbull, is opened.
2011	After over 30 years service, Geoff Lewis stands down as CEO BHA move their office from 60 Morland Mews to 303b Upper Street
2013	Construction at Liverpool Road is complete
2015	Bellitha Villas refurbishment is complete
2016	Construction at Caledonian Road is complete
2017	BHA celebrates its 50 th anniversary 40 homes at Highbury View are acquired from Crown Simmons Housing

303B Upper Street, Islington, London N1 2TU | 020 7704 2324 | info@barnsbury.org | www.barnsbury.org

Our Office

We are based on Cloudesley Street, Islington, a short walk from Angel Underground station and close to both Kings Cross and all the shops, restaurants and amenities of Islington.

This post will be based in Islington.

3. Vision and Values

Our Mission and Vision

We provide quality affordable rented housing and a quality service, and so help keep Barnsbury affordable and the community thriving

Our Core Values

Responsive and caring

Know our residents as individuals

Build self-reliance in our community

Open and accessible

Creative and experimental

A connected and effective partner

Punch above our weight

Our Strategic Goals

Growth

A modern and effective place to work

Great places to live

More than just a landlord

Great service

Our Service Vision

A neighbourhood-based service, delivered seamlessly through a skilled core staff team and our key contractors

We are responsive and accessible

We know our tenants

We provide great places to live

We help our tenants thrive

We are high performing and cost-effective

To deliver this, we need to:

Have a visible and responsive 'front line' (caretakers, customer service, housing, repairs)

Be clear about what we do and don't do

Communicate effectively with residents, in ways that they want

Improve our online offer, with more service channels

Understand our customers, as a group and as individuals, now and as their needs change

Use feedback to improve how we work

Balance the needs of existing residents with our wider objective of providing more housing

Deliver an effective, responsive repairs service

Make sure all of our homes are a good standard

Set high standards of estate management and keep them

Improve the environmental performance of our homes

Offer support where it is needed and encourage self-reliance where it isn't

Be 'firm but fair' tenancy managers

Better joint working with the TAs and other organisations

Offer community activities that tenants need and value

Set clear performance standards and aim for top quartile performance

Modernise, using new technology to help us work smarter

Use data to improve how we work

Buy in services which can be done cheaper and better by others

Improve our skills by learning from elsewhere

4. Person Specification (Job description enclosed)

Position – Caretaker			
Essential	Essential	Desirable	How we will test
Skills and Abilities	<p>People Skills</p> <ul style="list-style-type: none"> Reliable, flexible and customer focussed. A courteous, approachable and helpful manner. Awareness of equality issues. Ability and willingness to work as an effective member of a team <p>Performance</p> <ul style="list-style-type: none"> Ability to prioritise work and manage time accordingly Ability to use initiative. Commitment to high standards of service delivery. Keeping estates clean and tidy Computer literate 		Application Form Interview References
Experience	<ul style="list-style-type: none"> Working with the public Working previously within a caretaker (or similar) role 	<ul style="list-style-type: none"> Liaising with external agencies e.g. council departments 	Application Form Interview References
Knowledge	<ul style="list-style-type: none"> Knowledge of Health & Safety 	<ul style="list-style-type: none"> Knowledge of First Aid 	Application Form and Interview
Other Requirements	Flexible, conscientious approach to work including working out with office hours when required		Interview and References

5. Terms and conditions of employment

Salary:	£23-25K
Pension:	BHA operates a pension scheme which employees are eligible to join after successful completion of the probationary period. BHA contributes between 5 and 10% of salary depending on length of service and employee contribution.
Holiday entitlement:	25 days plus bank holidays
Working hours:	37 ½ hours per week. We will consider flexible working.
Location:	London, NI
Probationary period:	Six months
Notice period:	1 month



6. Job advert

Caretaker

£23-25k plus benefits

London, NI

Barnsbury Housing Association is a small neighbourhood-based housing association which aims to achieve high resident satisfaction.

The Caretaker plays an important part in that by creating and maintaining safe, clean, tidy and attractive estates, where residents can feel safe and proud to live.

An opportunity has arisen for an enthusiastic, conscientious and reliable individual to join the estates team at Barnsbury Housing Association.

Are you committed to making Barnsbury's estates places where people are proud and happy to live?

BHA is a small neighbourhood housing association based in Islington. We are looking for a Caretaker who wants to make a real difference on our estates; a unique person who is able to share our values, have a desire to achieve excellent performance in what can sometimes be a challenging environment.

This post offers a great opportunity to work with colleagues who are committed to delivering a high level of service and are willing make special efforts to meet the needs of our tenants. Engagement with our workforce is key to Barnsbury and staff voices are valued to help us implement new initiatives to help shape services our tenants.

Previous caretaking experience is essential and the successful candidate will have excellent customer service skills, remain calm under pressure and be able to maintain professional boundaries.

To down load the recruitment pack please visit: <http://barnsbury.org/about/vacancies/>

If you would like an informal discussion about the role or have any questions please do not hesitate to contact Vivienne Astall either by leaving a message on 020 7704 2324 or by email: vivienne@barnsbury.org

CLOSING DATE: Monday 9th November 2020

All applications must be submitted to vivienne@barnsbury.org or by post to
16b Cloudelsley Street, Islington, London NI 0HU

The successful candidate will be required to complete a DBS check

7. How to apply

Only formal applications using the prescribed form will be accepted.

Please submit your CV **and** an application form, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role

CVs alone will not be accepted.

All applications must be submitted by email to vivienne@barnsbury.org

Completed applications must be received **by Monday, 9th November 2020**



8. The selection process

A. Job advert – Week commencing Monday, 26th October 2020

Deadline for submission including time for informal discussion/query resolution

B. Deadline for application submission – Monday, 9th November 2020 at 9.00am

Applications must be received by Monday, 9th November 2020

C. Interview – Wednesday, 25th November 2020 ([via Microsoft Teams](#))

This interview will be with Vivienne Astall (Operations Director – interim) and Lorraine Sindrey (Assistant Property Manager)

A test using Microsoft Teams will be set up for the day before **Tuesday, 24th November 2020**

9. BHA Structure Chart

