



watmos
COMMUNITY HOMES
creating strong communities
through tenant management



RECRUITMENT

Repair Technician

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Letter to Applicants

Repair Technician

December 2022/January 2023

Dear Applicant,

**Re: Repair Technician
Sandbank TMO, 1a Clarke House, Sandbank, Bloxwich, WS3 2HF**

Thank you for responding to our recent advertisement for the post of **Repair Technician**.

Please find enclosed:

- An application form (including Criminal Records Disclosure Form and Equal Opportunities Monitoring form).
- The job description.
- The person specification.
- Principal terms and conditions of employment

Further information about Watmos can be found on our web site www.watmos.org.uk

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only short list applicants who have demonstrated on their application form that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application. You may refer to not only your paid work but also any voluntary work and your personal activities. **You must complete the online application fully including all education, all employment history and additional information as the panel will not consider information on your CV.** Should you have any questions or have special requirements please e-mail recruitment@watmos.org.uk or contact Jen Medza, Human Resources Assistant on 01922 471910.

- The closing date for receipt of applications is **6th January 2023**.
- Shortlisting will take place on week commencing **9th January 2023**.
- Interviews will be held on week commencing **16th January 2023**.

We regret that we will not be able to contact applicants who have not been shortlisted. Therefore, please assume that you have not been successful if you do not hear from us before the interview date.

All the very best with your application.

Yours sincerely,



Michael Garbett
Estate Manager

Advertisement

Repair Technician



watmos
COMMUNITY HOMES

Leading the way in resident managed housing Watmos'/Sandbank's unique approach has put us at the forefront of transforming communities and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

Repair Technician (carpentry qualified – multi-tasking)
£31,407 plus benefits.
Location: Walsall, West Midlands

This role involves providing comprehensive, proactive and efficient repairs support to the Sandbank TMO Management Team, ensuring the delivery of all aspects of repair activities are achieved to a high standard and within the agreed timescales. You will contribute to the overall smooth and efficient running of the team to ensure the delivery of a professional and customer focused service.

The successful candidate will possess proven experience and skills in housing repair services, excellent awareness of current health and safety regulations, be a natural team player with excellent customer focus and have the ability to effectively handle pressure whilst meeting targets and deadlines.

To obtain an application form and recruitment information pack:

Visit: <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

e-mail: recruitment@watmos.org.uk

Write to: Jen Medza, Human Resources Assistant
Watmos Community Homes, 116-120 Lichfield Street, Walsall, WS1 1SZ

Closing date: 6th January 2023 at 12.00 noon

Job Description

Repair Technician

Location:	Sandbank Flats Site
Reports to:	Estate Manager
Responsible For:	N/A
Significant Relationships:	TMO Staff TMO Board Members WATMOS Community Homes staff Suppliers and other contractors
Address:	STMO Estate Management Office, 1a Clarke House, Sandbank, Bloxwich, Walsall, WS3 2HF.
Purpose:	To deliver a comprehensive repair service in line with the requirements of Sandbank TMO's management agreement.
Special Conditions:	Some weekend and evening work will be required. Disclosure and Barring Service (DBS) checks will be carried out.

Job Purpose

- To be responsible for the effective implementation of the housing repair services at Sandbank TMO.
- Providing comprehensive, proactive and efficient repairs support to the Sandbank TMO Management Team, ensuring all agreed timescales and service standards are achieved.
- Contributing to the overall smooth and efficient running of the team to ensure the delivery of a professional and customer-focused service.

Job Description

Repair Technician

Key Responsibilities

1. Supporting the Estate Manager and other employed staff in the repair and maintenance of Sandbank T.M.O.
2. Carrying out repairs, as directed, in occupied/void properties and around the estate such as, but not restricted to carpentry, plumbing, plastering, painting and decorating, groundwork and drainage.
3. Assessing risks on all works prior to commencement and where necessary informing manager.
4. Ensuring that all work completed to refurbish voids is to the agreed standard to enable allocation.
5. Assisting with carrying out inspections of occupied and empty properties to determine the extent of any repairs, maintenance or installations required.
6. Assisting with co-ordinating resource allocation in respect of repairs and maintenance services, where required, ensuring the effective turnaround of void properties.
7. Identifying and diagnosing faults, carrying out the most cost effective and expedient repair.
8. Collecting of repair/other items from suppliers, other TMOs and other locations when/where directed by the Estate Manager.
9. Keeping records and accounting for stock, highlighting the need for re-ordering.
10. Ensuring the materials and equipment used on site are of appropriate quality and that work is carried out effectively, safely and to the agreed standard.
11. Working in a safe and tidy manner at all times and complying fully with Health and Safety requirements, recommending Health and Safety improvements to the Estate Manager.
12. Liaising with all other trades as required.
13. Assisting with compiling reports regarding repairs, for reporting to Sandbank TMO Management Board.
14. Carrying out all necessary administrative work associated with departmental management requirements in an accurate and timely manner.
15. Attending and participating in training and meetings as required.
16. Operating at all times within the framework of the Group's policies and procedures and general good practice guidelines.
17. Undertaking any other duties that are necessary to promote the interests of Sandbank TMO and its customers.

Other

1. Comply with and implement the GDPR (General Data Protection Regulation).

Note

These duties may be performed on behalf of any member of the Watmos Group. No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.

Person Specification

Repair Technician

	ASSESSED	
	ON APPLICATION FORM	AT INTERVIEW PROCESS
Qualifications		
1. 5 GCSEs (A-C, 4-9) including English Language and Mathematics. or Qualified by experience to an equivalent level.	✓	
2. Carpentry/Plumbing City and Guilds or NVQ Level 2 or higher.	✓	
3. Full driving licence - vehicle with appropriate insurance cover (to include business use, for which agreed mileage rate payable).	✓	
Professional Knowledge and Experience		
1. Knowledge, skills and experience in housing repairs work and related functions.	✓	✓
2. Proven track record in the delivery of high-quality repairs services.	✓	✓
3. Knowledge of the social housing environment and Tenant Management Organisations.	✓	✓
4. Genuine commitment to tenant managed organisations, co-operative housing principles and managing stakeholders' interests.	✓	✓
Skills and Abilities		
1. Have the professionalism to deliver a high standard of customer care.		✓
2. Be self-motivated, have a flexible approach and a positive attitude.		✓
3. High level written and verbal communication skills. Be computer literate.		✓
4. Ability to work effectively in partnership with the Chairperson and other local board members.		✓

Person Specification

Repair Technician

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
5.	Understanding of tenants' aspirations and concerns.		✓
6.	Appreciation of and commitment to the TMO's and the WATMOS Group's corporate objectives.		✓
7.	A commitment to diversity and equality principles in relation to tenants, residents and staff.		✓
8.	Strong organisational and time management skills.		✓
Flexibility and Commitment			
1.	Commitment to attending evening and weekend meetings and events as required.		✓
2.	Willingness to contribute to and be actively involved in tenant involvement and community empowerment activities and events.		✓
3.	Willingness to travel as required.		✓
4.	Normally within core site hours (8.30am until 4.30pm Mon to Fri) but some evening and weekend work may required based on need and requirements of out of hours emergency service cover.		✓

Terms & Conditions

Repair Technician

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package: -

Salary: £31,407 plus benefits.

Expenses: The post holder will receive the appropriate mileage allowance where a car is used for business purposes. All reasonable business expenditure (including train journeys, hotel accommodation and subsistence) will be reimbursed on production of receipts.

Pension

- Sandbank TMO operates the Pensions Trust FRP Defined Contribution Scheme.
- Your contribution rate is a minimum of 4% of your salary, but you can contribute more should you so wish.
- Sandbank TMO also contributes the equivalent of 4% of your salary towards your pension.
- You can opt out of the pension scheme should you so wish.

Hours of Work: The post is offered on the basis of a 37 hour week, Monday to Friday. Some evening and weekend work is required, for which time off in lieu will be given.

Annual Leave: Annual leave entitlement is 25 days rising to 30 days over a five year period pro-rata as appropriate for part-time or fixed-term posts.

Bank Holidays and Additional Days: Sandbank TMO staff are entitled to 8 Bank Holidays plus 4 days that fall under the category of additional concessionary days.

Professional Subscriptions: Sandbank TMO will reimburse the cost of one annual subscription to a relevant professional institution.

Salary Sacrifice Schemes: Sandbank TMO offers a range of salary sacrifice schemes including car lease, childcare vouchers and cycle to work which are available to all staff.

Retail Discounts: Sandbank TMO offers a retail discount scheme offering high street, travel and leisure discounts.

Travel to Work Loan: Sandbank TMO offers a travel to work loan scheme to assist with the purchase of travel season tickets.

Flu Vaccination: Sandbank TMO offers a free flu vaccination.

Notice Period: You may terminate your employment with Sandbank TMO by giving one month's written notice. The period of notice to which you are entitled from Sandbank TMO following successful completion of the probationary period is one month rising to 12 weeks in accordance with length of service.

Health Screening: All employees joining the organisation are asked to complete a 'Health Declaration' form.

About

WATMOS Community Homes

About the TMO

The Estate is situated about 5 minutes walk from Bloxwich town centre and comprises of 6 one bedroom and 247 two bedroom flats situated within four blocks which were built in the 1960s. The estate covers a relatively small geographical area, but the external areas we do have play an important part in enhancing the estate environment. It also means that we have had to be imaginative in our use of space and how, for instance, we provide suitable services for our residents.

The TMO employs a team of staff and are responsible for appointment, management and pay and conditions of the staff team. The staff team is made up as on the organisational chart that follows:

We feel that one of our greatest achievements is the provision of a first class local service. We consider ourselves to be highly accessible with an extensive estate based presence. This comes at a cost, but one that provides good value in terms of the positive feedback we receive from service users and in sustaining a healthy and thriving community.

As a tenant controlled organisation, we have a particularly active management board. The board is currently made up of 10 members (5 vacant posts).

The estate currently has 6 leaseholders on the site.

About our community

Bloxwich is situated in the North of Walsall and is generally seen as having a very settled community. Whilst Walsall, overall, is a particularly diverse area, it is characterised as having areas of high BME communities and areas with relatively small BME communities. Bloxwich has a relatively small BME community. Initially based on an allocations policy inherited from the Council, and incorporated into our original Management Agreement, we allocate properties to singles and couples but not families with dependant children as the accommodation is not deemed suitable.

The ages of our properties are approximately fifty years old. We are currently working to identify levels of disability and our tenants' wider needs. This information, when assembled, will be analysed and used in order that we may improve our service delivery.

We are actively working towards increasing our proportion of BME tenants but this is influenced by the housing registration list. To help bring about the required change, we are working with Sandbank TMO and have identified the need to positively market and encourage applications from under-represented groups. One of our actions is to communicate with cultural and community organisations to introduce the TMO and emphasise our community objectives.

About

WATMOS Community Homes

INTRODUCTION

WATMOS Community Homes is a unique social housing landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 300 leaseholder properties. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around ten Tenant Management Organisations (TMOs).

OUR MISSION

Our mission is:

“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”

KEY PRINCIPLES

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

OUR CORPORATE DIRECTION

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

About

WATMOS Community Homes

OUR VISION AND VALUES

Democratic local resident control and service delivery through tenant management organisations

As a community-based organisation with strong roots in our neighbourhoods, we're committed to providing services through our TMO partners at a local estate level, through accessible offices within walking distance. We believe this is what makes our residents the best people to help us set, scrutinise and deliver the services we provide. Their key insights and involvement ensure we maintain an effective, efficient approach to managing our business and improving our performance.

Providing a secure and pleasant residential environment

We know that many tenants choose to live on our TMO-managed areas because of the attractive environments and the feeling of security. To protect and promote these benefits we'll maintain the homes and keep them in excellent condition. We'll also effectively manage the estates, addressing all levels of anti-social behaviour while investing in environmental improvements.

Offering social and personal development opportunities

Because we believe our communities should thrive, we provide accredited training and support to help our residents to grow socially, develop work skills and flourish. By partnering specialist organisations, we help them improve areas like personal finances, health and well-being, allowing them the freedom and the choices to live better lives and enjoy our communities.

We recognise our staff are also an invaluable resource. We're committed to ensuring that every member has a personal development plan offering the benefits of mentoring, training and guidance to improve their CV, raise their confidence and improve performance. It empowers them to make fantastic business decisions and progress their skills and self-esteem.

Offering value for money

We're proud to be an independent Registered Provider that's resident controlled. We take great care to ensure that our financial success supports the vision and ambitions of our unique organisation. Our ethos of offering value for money is a primary objective and the views of residents and stakeholders drive our understanding of performance in this area. As a team, we pledge to keep WATMOS Community Homes financially strong without lowering the high standard of local housing services we offer. We're also committed to maintaining the transparency our residents expect. As a result, we ensure our business plan is up to date and fit for purpose whilst also promoting a positive relationship with our Regulators and Funders.

Working with others to provide strong sustainable community led housing

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally WATMOS Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

About

WATMOS Community Homes

OUR CORPORATE PRIORITIES 2018 – 2023

Investing in our Homes and Neighbourhoods

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

Promoting Community Empowerment, Involvement and Social Value across our Operations

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy
- Improving our external image, community relations and service delivery

Organisational Prosperity

We're a unique organisation offering residents more than housing. We want to understand and quantify the difference our approach has made to improving quality of life for our residents. We'll use this information to ensure the organisation prospers, so more people benefit now and in the next generation.

We aim to achieve this by:-

- Ensuring strong governance, including succession planning, skills analysis and good practice in governance.
- Growing our organisation strategically by stock transfer, acquisition and development.
- Building productive working relationships, partnerships and strategic alliances.
- Improving our financial efficiency and corporate financial strength.

About

WATMOS Community Homes

- Offering greater transparency in our financial business and striving for delivering Value for Money in the context of our service delivery model.
- Improving our internal and external communications, increase our profile and influence within social housing and mutual housing models.
- Continuing to manage risk effectively, including high level risk and assurance at Board level, as well as risk triggers throughout the business.
- Making technology work for us to streamline back office functions and front line services.

Investing in Our People

We know our organisation's success relies on the dedication of our volunteers and staff. The commitment and contribution made by every one of them is invaluable and hugely appreciated. In return, we aim to support them in developing their own personal skills and reach their full potential. It's also important for staff to recognise a direct link between the performance of the organisation and their pay, so we can work together to create an even more successful organisation.

We aim to achieve this by:-

- Developing a culture of high performance and efficiency.
- Ensuring that staff and volunteers who've contributed to our success are recognised and rewarded.
- Ensuring staff and volunteers are capable and competent to meet organisational goals.
- Achieving high levels of staff satisfaction through employee well-being, involvement, commitment and pride.
- Inspiring individual members of staff to learn, develop and support their career aspirations.
- Celebrating and communicating our success.

Delivering and Improving our Community Led Housing Services

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of WATMOS Community Homes.

We aim to achieve this by:-

- Being a great landlord offering locally based, high quality services
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.