

## Recruitment Pack



### CCS Administrator



Permanent Role  
Full Time 40 hours per week



£26,265 per annum



Based at Workington



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# Our Organisation

## Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles (TCHA) and Derwent and Solway (D&S) Housing Associations. We have an annual turnover of over £36m, employ around 300 staff, and own and manage more than 7,400 properties in rural and urban communities across the North of England, with around 75% located in Cumbria.

## Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,  
Development Officer**

*I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.*



**Olivia Day, Lettings & Neighbourhoods Officer**

*The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.*



**Chris Clarke, Senior Surveyor (Compliance)**

*I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.*

## Staff Survey Results- October 2024

**100%**

I am committed to the success of CCHA

**93%**

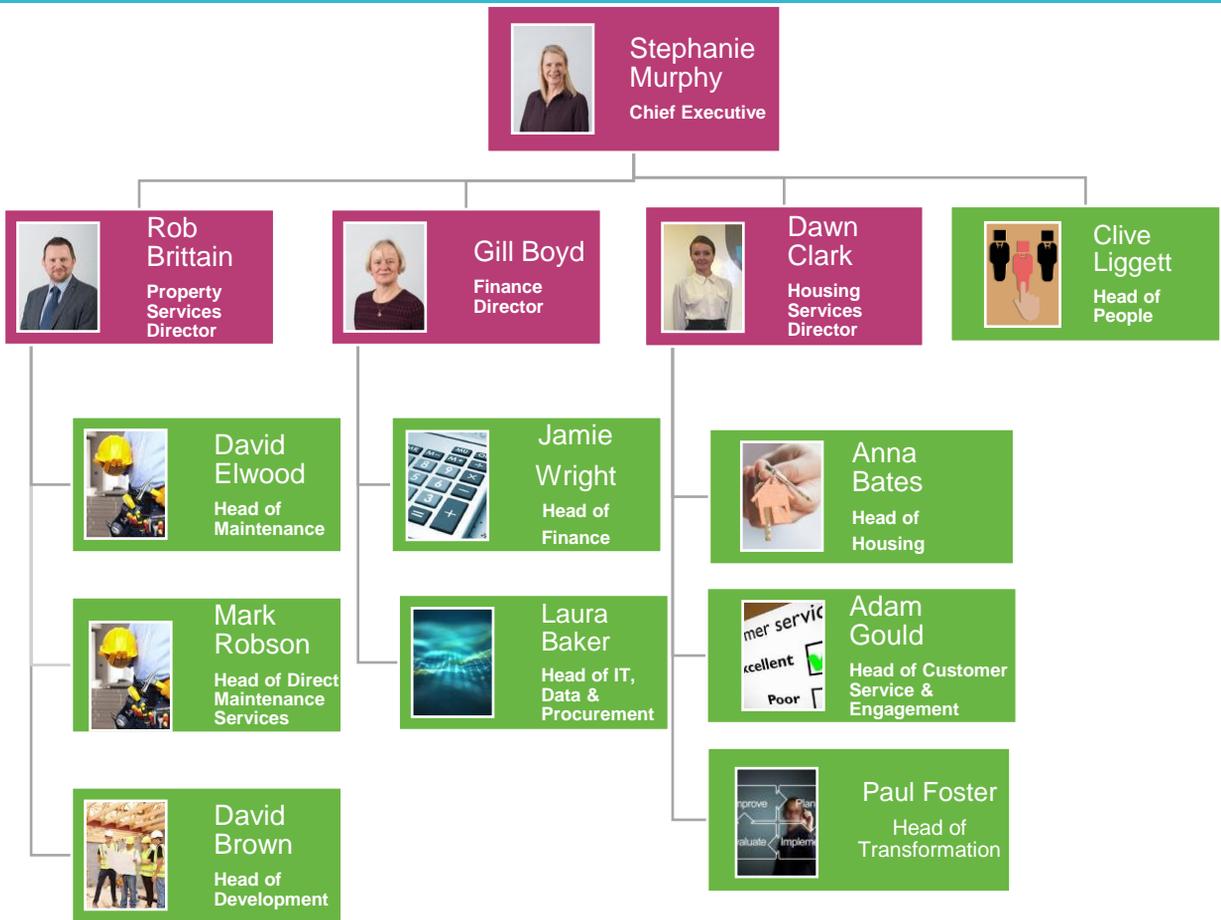
I feel proud to work for this organisation

**94%**

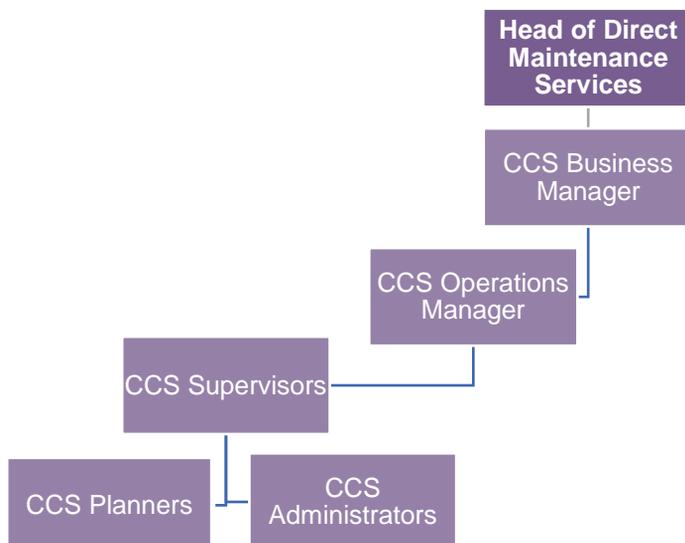
I think CCHA is a good place to work

# Our Team

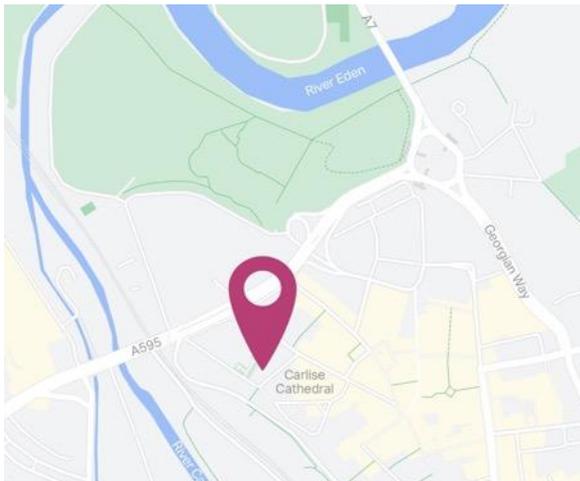
## Organisational Overview



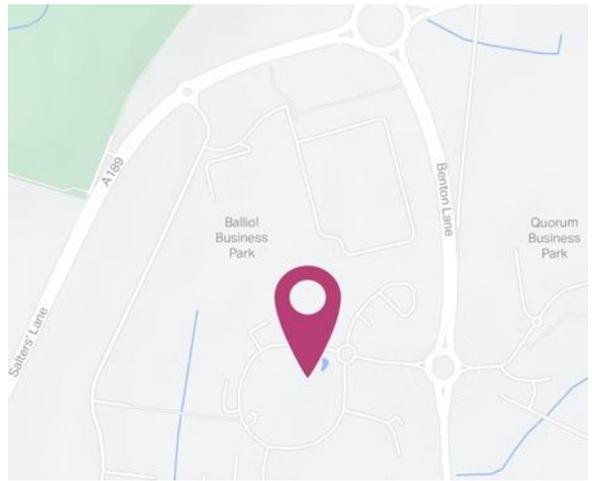
## CCS Team Overview



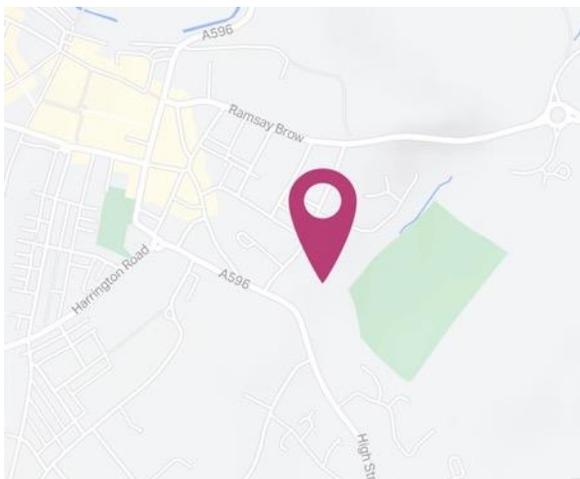
# Office Locations



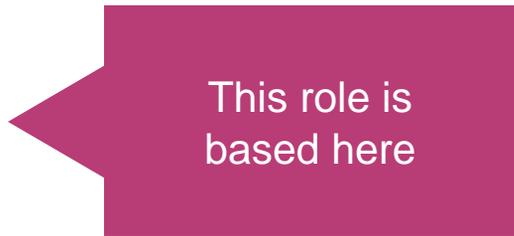
5 Paternoster Row, Carlisle  
CA3 8TT



Arcadia House, Balliol Business Park,  
Newcastle upon Tyne NE12 8EW



Stoneleigh, Park End Rd, Workington  
CA14 4DN



This role is  
based here

# Letter from CCS Business Manager

## CCS Administrator

Dear Applicant

Thank you for your interest in the CCS Administrator position with Castles & Coasts Housing Association (CCHA).

CCHA own and manage more than 7,000 homes across the North of England, in the areas of Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities and using our strength and efficiency to meet housing service needs.

Castles & Coasts Services (CCS) is the in-house team that deliver a range of services to CCHA properties and estates. These include responsive and void repairs, electrical servicing, various compliance checks and associated works, grounds maintenance and communal area cleaning.

Due to the expansion of the services we deliver in-house, we are looking for another full time Administrator to join the team.

As an Administrator in the CCS Team you would be part of a professional and customer focused team with responsibilities to provide an excellent responsive repair and void maintenance service.

Please read through this Recruitment Pack to find out more about the role, its terms and conditions and the recruitment timetable. Our website will provide you with detailed information about our vision, key objectives and core values.

To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website. The closing date for applications is Sunday 27<sup>th</sup> April 2025.

Applications are treated in the strictest confidence; for information of CCHA's Privacy Policy, please access the following webpage <http://castlesandcoasts.co.uk/privacy>.

I look forward to reading your application.

Yours sincerely

**Brett Carson**  
**CCS Business Manager**

# Role Profile

## Job Description

**Job Title:** CCS Administrator  
**Responsible to:** CCS Supervisor

### **Purpose of Job:**

- Provide administrative support to the CCS team, implement and maintain efficient and effective systems and work closely with key internal clients, contractors and external customers to deliver an excellent service.
- Support the team to conduct repairs and maintenance activities safely, minimising downtime, and maximising productivity and customer satisfaction.

### **Key Responsibilities:**

- Liaise with the CCHA Customer Services Team, to ensure the optimum service is provided to residents.
- Work closely with customers to arrange suitable time frames for the CCS team to attend and complete planned works, services, and responsive repairs.
- Monitor appointments and attendance, to ensure works are completed within agreed parameters.
- Ensure the costs (time and materials) of all works completed are accurately recorded on IT systems.
- Ensure that all relevant documentation is available and stored within IT systems, to enable the works to be conducted and support the timely financial completion of completed works.
- Prioritise customer service by responding effectively to customer enquiries, arranging appointments, and providing updates on works.
- Monitor and record any overtime and pass information to managers and payroll at the end of each month for processing.
- Monitor and report vehicle use, mileage, and Carbon Footprint to the appropriate manager.
- Monitor and report the attendance of third-party contractors to ensure they undertake works to the agreed standards, within budget and KPI targets.

# Role Profile

## Job Description

- Monitor materials and equipment in CCS stores and van stock, replenishing when necessary and reporting stock issues to the relevant supervisor or manager, as necessary.
- Order materials, tools, and equipment, in accordance with company procedures.
- Utilise IT systems to continuously monitor performance, keeping supervisors and managers apprised of risks and potential concerns.
- Respond to queries on works in progress and completed works, providing supporting evidence, where required, within agreed timescales.
- Monitor that required processes, procedures, training, registers, and equipment are in place and regularly audited.
- Organise, prepare, attend, and take minutes of meetings and pass to managers for approval before distributing to attendees.
- Undertake general administrative tasks to meet the needs of the CCS team.
- Promote a positive health and safety culture in all areas of operations.
- Promote a right first time and customer care culture in all areas of operations.
- Promote a culture of continuous improvement to support value for money.

### **Generic:**

- Work collaboratively with colleagues to meet the needs and priorities of the CCS Team and CCHA.
- Seek best value and facilitate continuous performance improvement within CCS and the Association.
- Promote and act in accordance with all the Association's policies and procedures, including those relating to equality and diversity, customer care and health and safety.
- Contribute positively to the marketing of the Association's values and objectives.
- Comply with CCHA's Financial Standing Orders and Code of Conduct.
- Comply with the requirements of external regulators.
- Carry out such other duties, as may reasonably be required, from time to time.

# Role Profile

## Person Specification

	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"><li>• 5 GCSEs A*- C, (or equivalent) including English Language and Maths</li></ul>	<ul style="list-style-type: none"><li>• NVQ Level 3 in Business Administration</li><li>• CSCS card</li><li>• Health &amp; Safety certified training</li></ul>
<b>Experience, Knowledge, Understanding</b>	<ul style="list-style-type: none"><li>• Experience of working within cyclical, planned and/or responsive maintenance programmes</li><li>• Committed to excellence in Health &amp; Safety</li></ul>	<ul style="list-style-type: none"><li>• Experience as an Administrator of maintenance works</li><li>• Work within a social landlord or similar</li><li>• Familiarity with National Housing Federation (NHF) Schedule of Rates (SORs) and job costing</li></ul>
<b>Technical &amp; Professional Skills</b>	<ul style="list-style-type: none"><li>• Use of bespoke IT systems, especially mobile working and job control software</li><li>• Computer literacy, with good knowledge of Microsoft Office packages</li></ul>	<ul style="list-style-type: none"><li>• Use of Dynamic Resource Scheduling systems</li><li>• Experience of KPI reporting</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• Accountable for own work and decisions</li><li>• Works with openness and honesty</li><li>• Demonstrates the Association's values and expected behaviours in their work</li></ul>	
<b>Customer Focus</b>	<ul style="list-style-type: none"><li>• Shows customer focus in all activities</li><li>• Demonstrates a 'can-do' attitude to providing services</li><li>• Shows awareness of the commitment to value for money</li></ul>	

# Role Profile

## Person Specification

	ESSENTIAL	DESIRABLE
<b>Team Working</b>	<ul style="list-style-type: none"><li>• Shows ownership for the team's priorities and actions</li><li>• Works with colleagues to develop ideas and solutions</li><li>• Shows consideration of wider organisational needs in their work</li></ul>	
<b>Relationship Building</b>	<ul style="list-style-type: none"><li>• Shows respect and consideration for others</li><li>• Builds positive relationships</li><li>• Helps to resolve conflicts and achieve positive outcomes</li></ul>	
<b>Communication</b>	<ul style="list-style-type: none"><li>• Writes clearly and concisely</li><li>• Speaks clearly and confidently</li><li>• Listens to and is open to the views of others</li></ul>	
<b>Adaptability</b>	<ul style="list-style-type: none"><li>• Anticipates and adapts flexibly to changing circumstances</li><li>• Generates innovative ideas and solutions</li><li>• Shows resilience to see things through</li></ul>	
<b>Performance</b>	<ul style="list-style-type: none"><li>• Maintains focus on key performance priorities</li><li>• Committed to improving services</li><li>• Reviews and reassesses own work and priorities</li></ul>	

# Role Profile

## Person Specification

	ESSENTIAL	DESIRABLE
Developing	<ul style="list-style-type: none"><li>• Evaluates own performance</li><li>• Self-aware and shows learning from feedback and experiences</li><li>• Takes action to develop self</li></ul>	
Leadership	<ul style="list-style-type: none"><li>• Inspires colleagues to achieve goals</li><li>• Passionate about the aims of the organisation</li></ul>	



# Terms and Conditions

The remuneration for the role is:

£26,265 per annum + benefits package.

TYPE	DETAILS
Location	<ul style="list-style-type: none"><li>• Workington</li></ul>
Hours	<ul style="list-style-type: none"><li>• 40 per week (full time)</li><li>• Flexible working patterns available between 8.00am - 5.00pm weekdays</li></ul>
Pension	<ul style="list-style-type: none"><li>• SHPS Defined Contribution scheme</li><li>• Employer contributions up to 8%</li><li>• Life assurance (4x annual salary)</li></ul>
Annual leave	<ul style="list-style-type: none"><li>• 25 days per year plus bank holidays</li><li>• Increasing up to 30 days with five years' service</li></ul>
Additional benefits	<ul style="list-style-type: none"><li>• Hybrid Working Practices</li><li>• Induction programme and ongoing personal development</li><li>• Discretionary Corporate Performance Bonus Scheme</li><li>• Staff Savings Scheme</li><li>• Simply Health plan (on completion of probation)</li><li>• Discounted gym membership (part of Simply Health)</li><li>• Employee Assistance Programme (less than 3 years' service)</li><li>• Long Service Awards</li><li>• Staff Forum</li><li>• Cycle to Work Scheme</li><li>• Company Sick Pay Scheme</li><li>• Family friendly policies with company pay schemes</li></ul>

Additional information about Castles & Coasts Housing Association is available on our website: [www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk)

# Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Thursday 10 <sup>th</sup> April 2025
Closing date for applications	Sunday 27 <sup>th</sup> April 2025
Interviews to be held	By appointment following application
Starting Date	Immediately upon receipt of satisfactory references and subject to notice period

## How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CV's for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.



## Criminal Record Check

**Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.**

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post, and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

## Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



## Recruitment Advertisement

### CCS Administrator

- **Workington**
- **40 hours per week (Permanent)**
- **£26,265 per annum + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit an Administrator, permanent, full time (40 hours per week), based in Workington.

If you are looking for an exciting new role, this is a great opportunity to join the Castles & Coasts Services (CCS) Team at CCHA. CCS is our in-house team, which delivers a range of services to our properties and estates. These include responsive and void repairs, electrical servicing, compliance checks and associated works, grounds maintenance and communal area cleaning.

As a CCS Administrator you will be part of a professional and customer focused team and will have responsibility for providing an efficient and effective service to all our customers. You will support the team to conduct repairs and maintenance activities safely, minimising downtime, and maximising productivity and customer satisfaction. For the right candidate, we are offering an attractive salary and benefits package.

CCHA owns and manages more than 7,000 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

**If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.**

**Closing date for applications: Sunday 27<sup>th</sup> April 2025**

**Interviews to be held at our Workington Office.**



**Better Health**  
at Work Award  
Bronze Award



## **Castles & Coasts Housing Association**

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

**Call:** 0800 085 1171

[www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk)

