



Recruitment Pack

Modern Apprentice

May 2018

Loreburn Housing Association Limited
Huntingdon 27 Moffat Road DUMFRIES DG1 1NN
Tel 01387 321300

www.Loreburn.org.uk

Loreburn Housing Association Limited is a registered Scottish Charity No. SC029917



May 2018

Dear Applicant

Modern Apprentice

Thank you for your interest in this position. Enclosed is the information you will require to assist you in completing your application.

To apply please can you:

- Complete the Application Form
- Complete Equal Opportunities Monitoring Form
- Indicate on the Application Form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the above documentation is completed.

It is not mandatory to complete the Equal Opportunities Monitoring Form. The information requested is for monitoring purposes in line with our commitment to equality and diversity, and will not affect the outcome of your application.

Once complete, please send your application, preferably in MS Word format, by email to Recruitment@Loreburn.org.uk

The closing date for completed applications is **9am Friday 1st June 2018**. Any applications received after this time cannot be considered.

It is your responsibility to ensure that we have received your application. If you do not receive confirmation of receipt of your application from us within 24 hours of sending, please call 01387 321300 and ask to speak to the OD/HR team to ensure it has arrived. You should also ensure that you use a secure email address from which to send your application, as our system will filter out emails if it believes them to have been sent from unsecured sites that are often used to send spam emails. In order to avoid last minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

Unsuccessful applicants will be notified in writing.

If you require any further information, or would like a discussion about the role, please contact me on 01387 321350 and I will make the necessary arrangements with our Managers.

We look forward to hearing from you.

Yours faithfully

A handwritten signature in black ink that reads "KRobertson". The signature is written in a cursive style with a small dot at the end.

Kirsty Robertson
HR Assistant



Welcome

Launched in 1982, Loreburn now owns around 2,500 properties located throughout Dumfries & Galloway, from Langholm in the east to Stranraer in the west, with many developments in the rural communities of the Region. We operate in one of the most beautiful areas of Scotland and our Vision is to *Create Great Places to Live*.

Loreburn has been providing both housing and support since it was formed in 1982. We employ around 100 members of staff, with office bases in Dumfries and Stranraer. Our Chief Executive, Lorraine Usher, joined us in March 2015 and since then we have undergone a full strategic review. With a refreshed vision, mission and strategic objectives we restructured our business in the autumn of 2015 and in spring 2016 the new Loreburn was launched. We have a small subsidiary D&G Homes which will be reviewed in 2016/17.

Loreburn is led by a Management Committee of committed volunteers who work collaboratively with the Executive Management Team to shape a business that can deliver great results for our customers. We hold Investors in People Gold and we are keen to build on our success and continue to develop our enthusiastic and energised employees.

Our vision is to *Create Great Places to Live* with a mission of working together to achieve that. Our strategic priorities are:

- Great Homes
- Great Services
- Great People
- Great Results

We are ambitious for our business and looking for an exceptionally talented individual to join us as a Modern Apprentice. If you believe you have the skills and values to contribute to our business then please continue reading.

Good Luck with your application.

From,

Everyone at Loreburn



Management Committee

- | | |
|-------------------|---------------|
| • Brian Pattinson | Convener |
| • Peter Ward | Vice-Convener |
| • Russell Brown | Secretary |
| • John McNaught | |
| • Maureen Farrell | |
| • Jim Hogg | |
| • Ronald Jardine | |
| • Lynda Cameron | |
| • Mike Jones | |
| • Robin Wishart | |
| • Iain Fergusson | |
| • Jane Connachen | |
| • Derek Rodgers | |

Executive Management Team

- | | |
|--|------------------|
| • Chief Executive | Lorraine Usher |
| • Director of Operations | Amanda Yellowley |
| • Director of Finance & Corporate Services | Alison Anderson |

Management Team

- | | |
|---|------------------|
| • Supported Housing Manager | Becky Shields |
| • Customer Engagement Manager | Joanne Gordon |
| • Housing Manager | Joanne Weir |
| • Asset Manager | Pete Paton |
| • Head of Partnership & New Initiatives | Moiria Charters |
| • Head of Business Improvement | Fiona Neilson |
| • ICT Manager | Simon Macdonald |
| • Head of Organisational Development & HR | Lindsay Lauder |
| • Project Manager | Becky Wilson |
| • Finance & Procurement Manager | Gary Alison |
| • Development Manager | Graham Robertson |

Role Profile

Modern Apprentice

Reporting to: Department Manager

Rate of pay: £5.30 per hour

Location: Dumfries / Stranraer

Loreburn Housing Association is looking for a Modern Apprentice to join our Team. The main part of the role will be providing day to day support to the team, project work as defined and working towards a 'Gutsy Goal' which brings improvements to the business.

The Modern Apprentice will carry out the following duties:

Duties and responsibilities

- 1.1 Be a professional and helpful first point of contact for the team, ensuring questions and queries are managed appropriately.
- 1.2 To deliver a Gutsy Goal during each 6 month placement.
- 1.3 Provide administrative support including word processing; distribution of information; organising and taking minutes at meetings, updating the Intranet pages etc.
- 1.4 Provide an excellent customer experience for all customers by ensuring all queries are dealt with promptly and efficiently whether made face to face or via telephone, digital services or social media.
- 1.5 Provide an administration support for the team including minute taking, typing documents, managing correspondence, data management, maintaining traditional and digital filing systems, diary management and coordinating meetings.
- 1.6 To respect the diverse backgrounds and needs of our customers sensitively and when necessary adapt our approach accordingly.
- 1.7 Ensure personal information is kept confidential and secured safely in line with data protection.
- 1.8 Ensure information you are entrusted with remains private and confidential.

- 1.9 Support the team in producing reports, assisting with large scale mail shots, preparing schedules, presentations, spreadsheets and briefings.
- 1.10 Deal with general enquiries and take ownership of resolution of the query.
- 1.11 Maintain accurate records of customer contacts using the customer relationship management tool (CRM).
- 1.12 Collate information and input data onto the Aaeron QL system.
- 1.13 Assist the Team with meetings when necessary distribute agendas and minutes.
- 1.14 Help arrange and deliver events and meetings.
- 1.15 Other administrative tasks and general duties.

General

- To attend all learning and development as required.
- To liaise with the training provider to ensure that all qualifications are completed within the period of the contract and to notify their line manager or HR of any concerns as soon as they arise.
- To act as a role model for Loreburn HA encouraging all employees to deliver a high-quality service, right first time.
- To ensure that all areas of safeguarding are in place within areas of responsibilities as relevant to this post.
- Contribute to strategies, new initiatives, policies and procedures to meet the aims of the organisation.
- Take a proactive and key role in projects, including effective planning and monitoring of projects, managing risk, issues and benefits and contingency planning; in line with the annual planning process.
- To take responsibility for own personal development and update knowledge and skills, with support from Loreburn, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- Comply with policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety,

Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.

- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Loreburn to its tenants, clients and customers.
- To respect the diverse backgrounds and needs of our customers and sensitively and when necessary adapt our approach accordingly.
- To complete any other duties required by management, commensurate with abilities and nature of the post.

Applicants must be hardworking, keen to learn and have a positive, friendly outlook with good interpersonal skills.

Although Modern Apprenticeships are available to people of any age, in this instance funding is only available to those aged 16 – 24 years old.

Values and expected behaviours

This is how we do things here.

Value	Expected behaviours
G o Getter	<ol style="list-style-type: none"> 1. High expectations of self 2. Works hard to achieve goals 3. Celebrates achievements 4. Goes the distance without giving in 5. Learns from feedback and mistakes
R espect	<ol style="list-style-type: none"> 1. Values colleagues 2. Considerate, honest and tactful 3. Good listener and communicator 4. Strong integrity and sense of what's right 5. Willing to speak out
E ntrepreneurial	<ol style="list-style-type: none"> 1. Determined strives to achieve. 2. Focused on getting the job done 3. Highly adaptable and embraces change 4. Looks for opportunities 5. Isn't afraid of a challenge
A ccountable	<ol style="list-style-type: none"> 1. Delivers 2. Takes personal ownership of a task 3. Acknowledges when things haven't gone well 4. Proud to work for Loreburn 5. Strives to achieve targets 6. Understands and adheres to value for money principles
T ogether	<ol style="list-style-type: none"> 1. Strong team player 2. Effective cross team worker 3. Shares information, knowledge and skills 4. Makes a positive contribution to a collaborative, positive, work environment 5. Has a tenant focussed approach

Person Specification

This section summarises the skills, knowledge and experience required for this role.

Skills, knowledge and experience	Essential	Desirable
<ul style="list-style-type: none"> Experience of working in a busy work environment responding to varying demands and workloads. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Experience of delivering a positive, friendly, efficient and courteous service is offered at all times. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Proven track record of delivering results in a fast paced environment. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Able to understand analytical information, use of IT systems, spreadsheets and detailed data 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Evidence of working on own initiative within defined guidelines. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Strong organisational skills/ability to prioritise and deliver goals. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Able to work in a confidential manner 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Strong communication skills and an ability to work effectively with a range of colleagues 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Knowledge of social media, ICT, websites and document imaging 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Qualifications and Education		
<ul style="list-style-type: none"> Educated to a good standard e.g. SVQ Level 3, HND or Maths and English GCSE/O Level (grades A – C) or the equivalent level of knowledge acquired from on-the-job training or experience. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> A commitment to personal development 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPECIFIC REQUIREMENTS FOR THE JOB		
A flexible approach to working hours and location is essential owing to the occasional need to attend evening or weekend meetings/ events/ work		



Key Dates

Closing Date

9am, Friday 1st June 2018

Interviews

Week commencing 11th June 2018

Loreburn reserve the right to undertake any required background checks on applicants to assess their suitability ahead of any offer of employment being made.