

**Guidance for Applicants Completing Application Form**

Please read these notes carefully – they are to help you make the best of your application.

1. Please **do not** send your Curriculum Vitae.
2. The person specification lists the essential and desirable requirements for this post. When short listing for interview, the selection panel will consider the information contained in your submission and assess this against the person specification. Appendix 1 shows how your suitability for this role will be assessed.
3. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore, important that you use the space provide to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this. If you are short listed for interview, the selection panel will wish to discuss the areas covered in the person specification in more detail.
4. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.
5. If you are related to any member of staff, committee member, consultant, contractor or suppliers to the Association, this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.

**Appendix 1 – Application assessment guide:**

**Person specification – Essential Criteria**

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| --- | --- | --- | --- |
| **Element** | **Application Form** | **Person Spec** | **Interview** |
| Experience in the delivery of Maintenance related services. |  | x |  |
| Experience in working within a technical environment |  |  | x |
| Ability to demonstrate knowledge of Health and Safety in relation to Maintenance services in domestic properties. |  | x |  |
| Ability to demonstrate knowledge of areas of Compliance within Maintenance services in domestic properties. |  |  | X |
| Ability to use own initiative and to work effectively as part of a team. |  |  | X |
| Trade/professional qualification relating to the delivery of maintenance related services. - Commitment to undertake relevant qualifications may be considered. | x |  |  |
| Experience of delivering reactive/planned repair and cyclical maintenance services. |  |  | X |
| Ability to demonstrate knowledge of the regulatory requirements for maintenance services in social housing including SHQS and EESSH |  | x |  |
| Ability to demonstrate knowledge of legal requirements relating to areas of compliance within social rented properties, e.g. Gas, Fire Safety, Asbestos. Damp and Mould etc |  | x |  |
| Ability to demonstrate knowledge of Health and Safety requirements relating to the delivery of maintenance services and facilities management. |  |  | X |
| Experience in the performance management and quality control of Contractors |  | x |  |
| Experience of working in an environment where there is a strong commitment to the delivery of excellent customer services |  | x |  |
| Flexible in approach to work and ability to plan effectively and prioritise workloads |  | x |  |
| Excellent verbal and written communication skills including report writing |  |  | x |

|  |  |  |  |
| --- | --- | --- | --- |
| Excellent IT and numeracy skills including proficiency in MS packages and bespoke operational databases | X |  |  |
| Ability to demonstrate empathy with W.H.A.’s values |  |  |  |
| Commitment to continuous service improvement and excellence |  |  |  |
| Demonstrated commitment to continuing professional development |  |  |  |
| Ability to meet the practical requirements of the post, including flexibility relating to attending meetings and events related to the role |  | x |  |

**Person specification – Desirable Criteria**

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| **Element** | **Application Form** | **Person Spec** | **Interview** |
| Experience in working within the social housing sector. | X |  |  |
| Experience of working in a social housing, property/building management environment |  |  | X |