



## Information for applicants

### **Introduction**

Thank you for expressing an interest in a position within Cross Keys Homes.

We require high-calibre staff both in the direct provision of services and in our wide range of support services. Our recruitment process aims to attract quality applicants and above all to recruit the right people. This document contains information about Cross Keys Homes and the recruitment process, which you may find useful.

### **About Cross Keys Homes**

Cross Keys Homes was established as a not-for-profit organisation in January 2003, by Peterborough City Council and officially took over the management of the housing stock from the council on October 4, 2004.

We currently manage 10,000 homes across Peterborough providing a broad range of affordable rented properties for single people, families and older people.

In addition, we have 900 leasehold properties, 72 commercial units, a small number of temporary accommodation and shared ownership properties, and about 90 bed spaces of supported accommodation, the majority of which are for single homeless people with support needs.

Cross Keys Homes also provides a community alarm service known as Lifeline to vulnerable people living within a 50-mile radius of Peterborough.

## **Cross Keys Homes' driving forces**

Our driving forces are our destination, they make us what we are and what we want to become. They are:

**Our ambition** – to improve people's lives through our ability to inspire, motivate and give hope to individuals and communities.

**Our challenge** – to provide homes, neighbourhoods and services that our customers and stakeholders can respect and take pride in, and that other organisations aspire to.

**Our spirit** – one team setting high standards and exceeding them.

## **Cross Keys Homes' values**

To underpin and help us all to embrace our driving forces we have the following set of core values:

- We are customer focused
- We believe in excellence
- We take pride in all we do
- We are open and honest
- We believe in respect for all

## **Corporate objectives**

Our corporate objectives are:

- To manage and maintain our homes to the highest standards
- To improve our residents' quality of life and make communities places where people want to live
- To provide a range of services through opportunity, excellence and innovation
- To develop a large organisation through innovation and excellence so as to offer better opportunities to tenants, stakeholders and staff
- To achieve the highest level of business excellence
- To deliver the highest standards of customer care and to promote diversity, equality and social inclusion
- To be a caring and motivating employer of choice

## **Equality and diversity**

Cross Keys Homes has a leading role to play in promoting equal opportunity and valuing

diversity - in the community, as an employer and as a provider of services to the people of Peterborough. This is encapsulated in Cross Keys Homes' one equality scheme which has been developed, along with an action plan, to help us deliver this commitment. This can be accessed on our website.

### **Positive about disabled people**

Cross Keys Homes is committed to employing disabled people and is an accredited user of the two-tick symbol. This means that we have made five key commitments to assure people with disabilities that we are taking practical steps to offer them positive employment opportunities, and that we are committed to developing the full potential of disabled employees on an equal basis with others.

### **Mindful employer**

Cross Keys Homes has signed the charter for employers who are positive about mental health. This means that as an employer we aim to show a positive and enabling attitude to employees and job applicants with mental health issues and provide non-judgemental, proactive support to individual staff who experience mental health issues. As an employer we recognise that:

- People who have mental health issues may have experienced discrimination in recruitment and selection procedures which may discourage them from seeking employment
- While some people will acknowledge their experience of mental health issues in a frank and open way, others fear that stigma will jeopardize their chances of getting a job
- Given appropriate support, the vast majority of people who have experienced mental ill health continue to work successfully as do many with ongoing issues

For further information please visit [www.mindfulemployer.net](http://www.mindfulemployer.net)

### **Applying for a job at Cross Keys Homes**

As part of Cross Keys Homes' equality and diversity policy, we want to ensure that every applicant is treated fairly. The only information that is used to decide whether or not to shortlist an applicant is the information provided in your application form. Your application form is therefore very important and this section is designed to help you complete it. If you already work for Cross Keys Homes we still require the same range of information in relation to the job you are applying for.

### **The job description and person specification**

Every post advertised by Cross Keys Homes is supported by a job description and person specification. The job description outlines the main duties of the post, and the person specification describes the knowledge, experience and skills required for the position. If, after reading the job description, you are still interested in the job, then consider whether you have the relevant skills and experience, as detailed in the person specification. If you do, consider

how to demonstrate this. In your application form (see the next section) make sure that you provide enough detail about how you meet each of the criteria.

## **Completing the application form**

Read through the application form carefully before you write anything to make sure that you are clear about what is being asked. You may find it helpful to do a rough version first – this avoids mistakes and allows you to organise your application properly. Please note that we only accept application forms, not CVs. If your application is not fully completed or is marked 'see CV' it will not be considered.

The application form includes the following sections, outlined below:

### **Personal details**

You must complete this section accurately as the information you provide here helps us to comply with the Asylum and Immigration Act 1996. We are unable to offer employment to someone who does not have the right to live and work in the UK. If you are offered a post, it is conditional on you providing proof of this right through documentation such as a national insurance number, P45 or passport. Cross Keys Homes' human resources team will be able to provide further guidance.

### **Employment record**

When completing this section of the application form, it is essential that you include any relevant voluntary, paid or part-time work that you have undertaken. If you have never been in paid employment or have not worked for a long time, think carefully about any other relevant experience, not necessarily in a formal work setting, that you may have gained.

Please also make sure that you include details of your current or most recent job, even if you feel that the job is not relevant to your current application. You should explain the main features of your role, including things that you are or were responsible for, but do not go into too much detail. You will have the opportunity to expand on the skills and experience that are most relevant to your application later in the form.

You should also provide details of your past employment, starting with the most recent job and accounting for any periods of time not spent in further education or employment. You should, where possible, confirm salary details for any posts you have held within the last five years.

### **Education, professional qualifications and training**

The person specification sets out any qualifications required for the job, and you should list these in this section. You may also want to include any other qualifications you have or training courses you have attended that you feel are relevant for the post. If you are offered the post, we will need to view the qualification certificates that you list.

## **Further Information**

This section of the application form is very important. Use it to demonstrate how your knowledge, experience and skills match the selection criteria listed in the person specification. You may find it helpful to use sub-headings.

You should not simply repeat your employment history but consider the knowledge, skills and experience required to do the job and show how you possess these by giving specific examples from your own experience. Do not leave out any relevant knowledge, experience or skills gained outside full-time work. You may have considerable responsibilities at home, such as running a house or caring for relatives or friends, organising leisure activities, work / student placements or work within the community.

Do not just state that you can do the job or that you have the requisite skills or abilities, but explain clearly and concisely how you meet these requirements and can fulfil the responsibilities of the post.

If necessary you can continue on a separate sheet of paper.

## **Rehabilitation of Offenders Act**

Make sure that you complete this section of the form.

Some posts within Cross Keys Homes are subject to a standard disclosure check, and some posts involve more detailed checks. Cross Keys Homes will obtain the disclosure from the Criminal Records Bureau (CRB), which is an executive agency of the Home Office. The CRB will check the background of job applicants to make sure that they do not have a history that would make them unsuitable for certain posts. Cross Keys Homes works within the code of practice for CRB, a copy of this code can be obtained from [www.crb.gov.uk](http://www.crb.gov.uk).

Some of our posts are exempt from the Rehabilitation of Offenders Act 1974 because of the nature of the duties of those posts. Under these circumstances, you are required to disclose all convictions irrespective of whether they are spent or unspent, reprimands and final warnings. Only relevant convictions and other information will be taken into account so disclosure need not necessarily be a bar to obtaining this position. Details need to be returned with your completed application form in a separate, sealed, confidential envelope. The advert, the application pack letter and job description will highlight where these exemptions apply.

A copy of Cross Keys Homes' policy on the recruitment of ex-offenders is available on request.

## **References**

All appointments are subject to satisfactory references, which we will request if we decide to pursue your application. Your two referees should represent your present or most recent employer and a previous employer and cover a period of five years. Within this framework, you should give details of the person(s) most able to confirm your suitability for the post for which you are applying. If you have not worked in paid employment, you may provide

the name and address of anyone who knows you well and who will be able to confirm the information you have provided and comment on your suitability for the job.

Internal candidates should give their current manager as a first referee.

## **Declaration**

When you have completed the application form read through it carefully, checking for any errors and to make sure you have not missed anything out. Then sign and date it to confirm that the information is correct.

## **Equality and diversity monitoring form**

To help us monitor our recruitment process to ensure that all applicants are treated fairly, and to promote our equality and diversity policy, all applicants are required to complete the equality and diversity monitoring form. All information given in this section is both anonymous and confidential and is used only for statistical monitoring purposes. You should be aware that your personal details will be held on a computerised information system.

## **Interviews**

Most adverts will state the interview date on them. If the date set presents a problem, please advise the human resources team as soon as possible. However, our ability to accommodate changes to the interview timetable may be limited.

## **Health**

If you are selected for interview and then offered a post with us, this will be subject to satisfactory medical clearance. To obtain medical clearance you will be provided with a medical health questionnaire for our occupation health adviser to consider and assess.

## **Schedule 1**

Schedule 1 of the Housing Act 1996 is designed to prevent conflicts between the personal interests of employees of a Registered Social Landlord like Cross Keys Homes and those persons' duties to that organisation. The principle behind the legislation is that staff and their close relatives\* should not benefit in any way from their involvement with the Association. The legislation governs whom the Association may employ, provide accommodation for and contract with.

\* a close relative is defined as a relative by blood or by marriage and includes a personal spouse/partner, parent, grandparent, child or grandchild and siblings. For the avoidance of doubt Cross Keys Homes has agreed that it will apply Schedule 1 to cohabiting relationships between people of different or of the same sex.

You should declare if any of the following

- a) If you have a relative currently working for Cross Keys Homes

- b) If you have a relative with a business connection with Cross Keys Homes
- c) If you any outside activities which they are involved in and which may conflict with the interests of Cross Keys Homes.
- d) If you or a relative is offered a CKH property

### **Recruitment complaints procedure**

Applicants for posts at Cross Keys Homes will be selected on their ability to fulfil the requirements of the post they are selected for, based on the guidelines set out in our corporate standards for recruitment and selection.

If you consider that the recruitment process has been managed in a discriminatory or unfair manner, you may register a complaint, in writing, addressed to the head of human resources. This will be dealt with in accordance with our complaints procedure and you will receive a written response.