



Supporting BAME communities to thrive

**HOUSING  
ASSISTANT**

**CANDIDATE INFORMATION  
PACK**

# Candidate Information Pack

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## *Dear Applicant*

Thank you for your interest in our **Housing Assistant** vacancy.

The recruitment pack includes some important information to assist you so that you can submit your CV as required for consideration.

The selection process will consist of a two stage process outlined below:

1. As part of the **first stage** of the recruitment process you will undertake a series of assessments including a group assessment exercise.
2. The **second stage** of the recruitment process will involve a formal panel interview and interaction with stakeholder group.

Nehemiah looks forward to receiving your CV and welcoming you to and what we trust will be the beginning of a wonderful opportunity.

Yours sincerely

*Janet Dubidat*

**Janet Dubidat**  
Head of Governance & Company Secretary

## Mission, Vision, Values Statement and Business Objectives

<p><b>VISION</b></p> <p>Our vision is to be the leading independent BAME housing provider in the UK delivering a range of services which are unsurpassed in the community</p>	<p><b>Values</b></p> <ul style="list-style-type: none"><li>• <b>PASSIONATE</b> - we are <b>passionate</b> about empowering people to build communities alongside homes</li><li>• <b>DIVERSITY</b> - we believe <b>diversity</b> is a strength in every aspect of our work and the communities around us</li><li>• <b>INTEGRITY</b> - we act with <b>integrity</b> in all that we do even when that is not the easy option</li><li>• <b>SUSTAINABLE</b> - we believe our actions and their impact must always be <b>sustainable</b></li></ul>
<p><b>MISSION</b></p> <p>Our mission is to build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers.</p>	<p><b>Business Objectives</b></p> <ol style="list-style-type: none"><li>1. To be effective and grow</li><li>2. Deliver excellent services</li><li>3. Be open, transparent and accountable in governance and risk management</li><li>4. Deliver Social investment through monitoring our environmental, economic and social impact</li><li>5. People Development &amp; Well-Being</li></ol>

Nehemiah UCHA is a progressive housing association formed by the merger of Nehemiah Housing Association and United Churches Housing Association in 2007. The organisation has a portfolio of 1250 properties in ownership and management serving the multicultural African Caribbean, Asian and European communities within the West Midlands. The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton.

As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a Support Provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness.

We have responded to the needs of our tenants, by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

### **How we are structured**

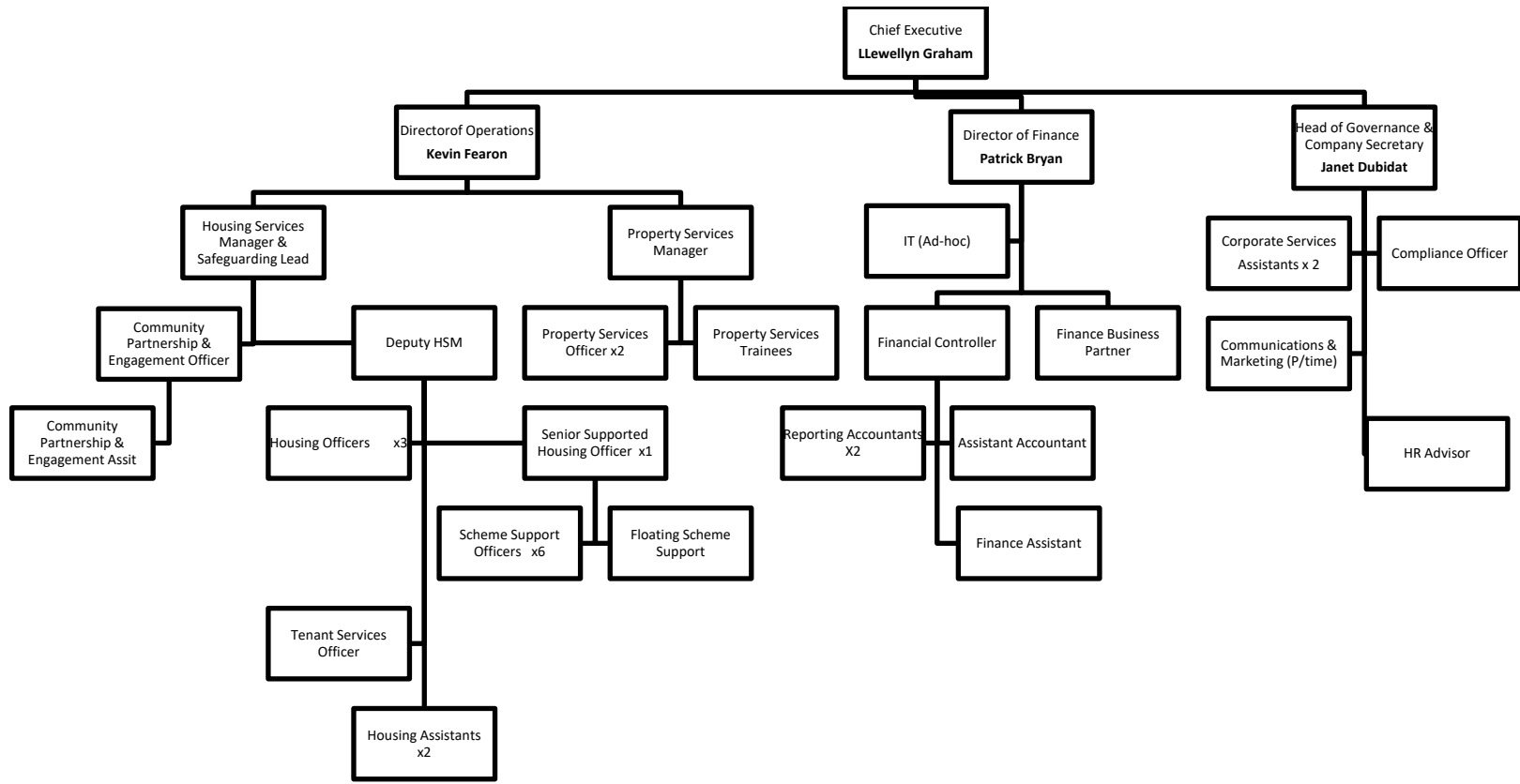
The Association is governed by a board of paid members who delegate responsibility for day-to-day work to be undertaken by committees and staff. Presently there are four committees: Audit & Risk, Operations, Remunerations & Nominations and Executive Committee.

The organisation chart attached details the current staffing levels.

### **The Operations Team**

The work with the Operations Team is to provide a comprehensive customer focused service to the highest possible standard, including lettings, arrears and ASB management, responsive repairs, voids, and ensuring that the Association's properties are maintained to the highest possible standard, in line with customers' expectations.

*Further details please contact: Website: [www.nehemiah.co.uk](http://www.nehemiah.co.uk) or email: [recruitment@nehemiah.co.uk](mailto:recruitment@nehemiah.co.uk) or contact on Rita Samuels on 0121 358 0966 or Corporate Services on 0121 358 8028*



## Section 2 – The Vacancy

### **Housing Assistant** **Salary: 26,785.96 per annum**

Nehemiah is a BAME (Black Asian and Minority Ethnic) Housing Association providing affordable housing for a mixed clientele in six local authority areas of the West Midlands

We are seeking a Housing Assistant who will:

- be one of the first point of contact in the Operations Team for customers, contractors, and other stakeholder queries.
- ensure queries are reported to the relevant officers in our department.
- be able to communicate effectively face to face and over the telephone with customers and a range of organisations.
- be able to adapt style to meet individual needs and situations.
- listens to what customers say, delivering practical solutions to problems and issues.
- strives to continuously improve the quality of the service provided

The detailed job description is in our recruitment pack from our website.

CV's needs to be submitted by **Closing Date: 28/02/2025**

#### **Interviews Schedule**

**1<sup>st</sup> stage Interview (in-person) – Tuesday 11th March 2025 14PM-16PM**

**2<sup>nd</sup> stage Interview – Wednesday 19<sup>th</sup> March 2025**

*Further details please see our: Website: [www.nehemiah.co.uk](http://www.nehemiah.co.uk) or contact via emails: [Recruitment@nehemiah.co.uk](mailto:Recruitment@nehemiah.co.uk) or on 0121 358 8028 or Rita Samuels on 0121 358 0966*

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### Section 3 – Job Description and Person Specification

<b>Grade/Salary</b>	£26,785.96
<b>Hours</b>	The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm.
<b>Office Location</b>	1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN.  In this role, there will be a need to travel from time to time to attend different Nehemiah Housing sites; external and internal meetings and events in line with duties.
<b>Reporting Lines</b>	This post reports to the Deputy Housing Services Manager

#### **Our Story**

In the 1980s growing housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association (UCHA) in 1989. Nehemiah took its name from the biblical rebuilders of Jerusalem. Throughout the 1990s Nehemiah and UCHA began to develop sheltered schemes for black elders and family housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

#### **Our Mission**

To build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1250 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and elderly people in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

#### **The Role**

The role is a member of the Operations Department (specifically the Housing Service team)

#### **General Description of Duties**

You will be one of the first point of contact in the Operations Team for tenants, contractors and other stakeholder queries. You will ensure queries are reported to the relevant officers in our department.

You will build and maintain customer relationships, from the point you welcome new tenants to when they leave and stakeholders visiting the office.

You will provide administrative support to the Operations Team as agreed via the Housing Services Manager.

**Key Responsibilities:**

1. Review lettings, waiting list (supported housing) and voids by doing monthly audits and feedback to management team on non-compliances.
2. You will contribute to our performance targets by chasing tenants for late rent, dealing with anti-social behaviour complaints, dealing with tenants' complaints, letting our homes quickly, and the effective management of the homes and tenants you have.
3. Complete telephone assessments for accommodation for general needs and support.
4. To deputise for Housing Officers when required.
5. To support the Housing Service Manager and Property Service Manager to provide administrative duties for the department (i.e. Minute taking, filing, scanning, CORE, LA Nominations, Supported Returns etc.)
6. To report any suspicions of safeguarding issues relating to customers to in line with the relevant policy.
7. To attend any training courses which are deemed necessary to the fulfilment of the job
8. To take reasonable care that there is no unauthorised loss or disclosure of personal data or a breach of confidentiality in accordance with the provisions of the Data Protection Act.
9. To frank outgoing post.
10. Suggest innovative ways of moving forward in how administration is dealt with.

**Stakeholder Relationships**

You will establish and maintain excellent relationships with external partners and stakeholders by liaising with internal and external stakeholders

**Property Management**

You will led on void turn around and will liaise as appropriate with Operations staff over, voids, repairs and maintenance issues, to ensure appropriate solutions are delivered.

**Record Keeping**

You will update and maintain all manual and computerised records in an accurate and timely manner.

**Health & Safety**

The post holder must comply with employer's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any Other Duties**

1. You will represent Nehemiah UCHA externally in an appropriate and professional manner.
2. You will promote equal opportunities and diversity in the workplace, in the provision of housing services and in the wider community.
3. You will take responsibility for personal development.

4. The job is likely to change over time and the post holder may be asked to carry out other duties to maintain the efficiency of the Operations Department Service. The Association reserves the right to amend this job description, as the needs of the job change following discussion with you.

<b>Person Specification</b>	
<b>Qualification(s)Essential</b>	GCSE's English and maths C and above Good IT skills and know how to use word, excel and email Experience in Customer service roles or a willingness to learn (E learning options available) Attention to detail Experience of achieving targets and results
<b>Desirable</b>	Experience of working in social housing Full driving licence and access to a car Comprehensive knowledge of the Housing/Building Sector Experience of interviewing and negotiating with customers Knowledge of welfare and Housing Benefits Experience of minute taking
<b>Equal Opportunities</b>	Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association.
<b>How we do things – These are our core values and behaviours</b>	<b>What we expect from you</b>
<b>Passionate</b>	<ul style="list-style-type: none"> <li>• Listens to what customers say, delivering practical solutions to problems and issues.</li> <li>• See mistakes as opportunities to learn to improve procedures and services.</li> <li>• Proactively seeks customer feedback.</li> <li>• Strives to continuously improve the quality of the service provided.</li> <li>• Demonstrates ambition in the day to day operation of the service</li> <li>• Shows determination to achieve targets and objectives.</li> <li>• Understands performance against targets and takes action to improve where required.</li> <li>• Is proactive</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• Understands the importance of policies and procedures</li> <li>• Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer</li> <li>• Self-aware – understands the impact of own actions and behaviours on others</li> <li>• Demonstrates organisational skills by prioritising and planning</li> <li>• Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making</li> <li>• Responds positively in all circumstances</li> <li>• Keeps colleagues/customers updated and informed.</li> <li>• Respects others' time and commitments</li> <li>• Is dependable, trustworthy and accountable in what they do and say</li> <li>• Is open, honest, and transparent</li> </ul>

	<ul style="list-style-type: none"> <li>• Is non-judgemental, fair and unbiased</li> <li>• Respects and values cultural diversity</li> <li>• Exercises professional judgement appropriately</li> </ul>
<b>Diversity</b>	<ul style="list-style-type: none"> <li>• Builds and develops effective working partnerships with stakeholders</li> <li>• To be able to communicate effectively face to face and over the telephone with customers and a range of organisations</li> <li>• Able to adapt style to meet individual needs and situations.</li> <li>• Works as part of the wider Nehemiah team</li> <li>• Is committed to embracing inclusion and diversity</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Encouraging tenancy sustainability through listening to our customers</li> <li>• Is environmentally conscious</li> <li>• Considers and suggests new systems that the organisation could adopt to reduce its carbon footprint</li> </ul>

<p><b>Behavioural Competencies</b></p> <p>These competencies demonstrate the desired behaviours for success in this role. These competencies will be used to measure performance and set KPIs.</p>
<p><b>Active Leadership</b></p> <ol style="list-style-type: none"> <li>1. Motivates, inspires, and gains support from others through mutual trust without the need to rely on hierarchy and authority.</li> <li>2. Provides a compelling vision which motivates others to work towards team goals, setting clear objectives and holding people to account for results.</li> <li>3. Encourages and offers support to others in challenging situations.</li> <li>4. Enables team to improve their performance and develop capability.</li> </ol>
<p><b>Leading Change</b></p> <ol style="list-style-type: none"> <li>5. Understands the need for change and embraces change in a positive manner.</li> <li>6. Communicates the vision for change by engaging and facilitating others to work collaboratively to achieve real change.</li> <li>7. Seeks out opportunities to effect change to improve organisational performance.</li> <li>8. Develops self and others to respond effectively to change communicating change clearly to all those around them, breaking down problems and establishing facts.</li> <li>9. Uses sound judgement to make informed decisions which considers financial/resource management and the local/wider economy and markets.</li> <li>10. Creates evidence-based strategies and plans which considers different options, benefits, risks, and solutions to make effective decisions even in time critical situations.</li> </ol>
<p><b>Organisational &amp; Strategic Perspective</b></p> <ol style="list-style-type: none"> <li>11. Clearly sees the bigger picture and demonstrates an in-depth knowledge of how their role supports the achievement of organisational objectives and the housing sector.</li> <li>12. Creates clear strategies which consider the external and political context to maximise the opportunity to add value to the community and support growth.</li> </ol>
<p><b>Winning Commitment</b></p> <ol style="list-style-type: none"> <li>13. Builds positive and trusting relationships with colleagues, partners and customers to get business done.</li> <li>14. Develops internal and external networks which enable business to be delivered in an efficient and effective way.</li> <li>15. Encourages collaboration and commitment with various stakeholders to deliver the best housing service.</li> </ol>
<p><b>Analysis and Decision Making</b></p> <ol style="list-style-type: none"> <li>16. Identifies the key issues, breaking down problems and establishing facts.</li> <li>17. Uses sound judgement to make informed decisions which consider financial/resource management and the local/wider economy and markets.</li> </ol>

18. Creates evidence-based strategies and plans which consider different options, benefits, risks and solutions to make effective decisions even in time critical situations.

**Creativity & Innovation**

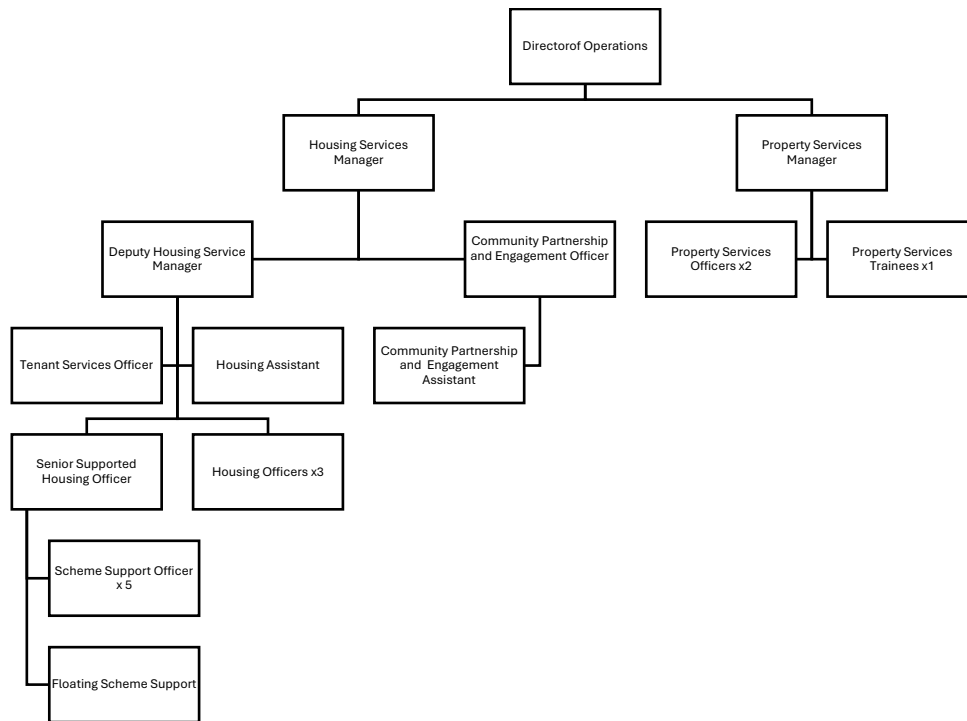
- 19. Standing back from the detail, taking a broader perspective, and developing innovative ideas to take the organisation forward.
- 20. take the organisation forward.
- 21. Creates strategies and plans which considers innovative, new approaches which are being trialled in other sectors.

**Delivering Results**

- 22. Demonstrates energy and tenacity in the achievement of goals.
- 23. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way, that exceeds goals and targets.
- 24. Looks at new challenges and not being satisfied with the status quo but not making change for change's sake.

**Working Together**

- 1. Works co-operatively and flexibly across cultures and organisational boundaries to achieve shared goals
- 2. Involves others to work towards shared goals and objectives
- 3. Works co-operatively with other members of the team and direct customers



**Purpose of this Job Description:**

Nehemiah considers this document as a “snapshot” of the job aimed at providing a clear guide at the time of writing. The nature of the housing market and the diverse nature of Nehemiah current and potential activities require flexibility from all employees. This profile cannot therefore ever be an exhaustive list and the post holder may be required to take on additional operational and /or strategic responsibilities commensurate with the post as the business requires.

**Declaration**

I have received a copy of this job description and undertake to carry out the duties as described.

## Section 4 - Summary of Employment Terms and Conditions

### Post

#### Housing Assistant

### Condition of Offer

All posts are offered subject to receipt of satisfactory references /DBS checks that meet with our approval also compliance with the Asylum and Immigration Act.

### **Probation**

This post is subject to a probationary period of six months, during which time assistance and guidance will be given to help the individual become familiar with and competently empowered in their work. Subject to a satisfactory completion of this period, your position will then be confirmed.

### **Hours of Work**

The standard working week for full time employees is 35 hours.  
Part time workers hours vary and these will be agreed on an individual basis.

Office hours are 9.00 am to 5.00 pm Monday to Thursday 9.00 to 4.30 Friday

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### **Salary & Benefits**

- **Salary: £26,785.96 per annum**
- Salary Payment will be made on the 20<sup>th</sup> of each month directly into bank account
- Pension Scheme – CARE Defined Benefit Scheme
- Mileage payments for work related journeys
- Opportunity to complete CIH Housing Qualification NVQ Level 3 and above

### **Annual Leave**

- 28 days including bank holidays based on statutory provision of 5.6 weeks, holidays are accrued on a monthly basis.
- Approximately 1 concessionary days

### **Contract Term**

This is permanent position

### **Maternity & Paternity**

These are given in accordance with statutory guidelines

### **Induction**

All new employees will have an induction programme. This Programme will be tailored to an individual's requirement and will include the Associations policies and procedures.

Induction will include opportunity to shadow other departments and build up knowledge base.

### **Performance Management**

Performance Management at Nehemiah UCHA is based on a competency framework and includes process to review; probation, 1-2-1 supervision and the annual performance management review.

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## **Disability Confident Employer Standard**



By acquiring this standard the association will ensure that it:

- interviews all applicants with a disability who meet the minimum job criteria and consider them on their ability
- That the association will also make effort to retain individuals who may become disabled during their employment

## **Investors in People (IIP)- Gold**



This is a national initiative awarded to organisations meeting the requirements of the standard entitling it to call itself an “Investor in People”.

Its main purpose is to ensure that organisations awarded the standard trains and develops all employees in a systematic way to meet both Organisational and individual needs – Nehemiah is an “Investor in People” organisation.

## **Pension**

For the purposes of the Welfare Reform and Pensions Act 1999 Nehemiah has designated the Pensions Trust as its stakeholder pension provider. You will be automatically enrolled into this scheme. Details of the scheme and the rules are available from the Finance Director .

Nehemiah will match employees contributions at the rate of a minimum of 4% and a maximum of 9% per year of your basic annual salary into this scheme.

## **Section 5 - The Selection**

The selection process will consist of a skills tests/panel interview and a series of scenarios to assess your experience.

## **Induction**

Nehemiah views the successful Induction of its new employees as paramount and accordingly will ensure that a comprehensive induction process is implemented for all new employees. This process will include the following:

- Completion of administrative papers
  - Introduction awareness of Nehemiah’s vision, Mission and Values, and how these informs its activities
  - Introduction to fellow colleagues
  - Housekeeping issues such as key policies and procedures
  - Cross functional understanding of how other departments work and contribute to the ‘whole’ Nehemiah ethos
-