

A photograph of three women laughing together. On the left, a woman with brown hair in a black blazer and patterned top. In the center, an older woman with grey hair, glasses, and a black and white patterned top. On the right, a woman with blonde hair in a black blazer and white top. They are standing in front of a brick wall and a black door. The image is overlaid with large, curved graphic elements in light green and teal.

Ground Maintenance Operative

Recruitment Pack

Contents



03 Welcome to Cobalt Housing

04 About Us

05 Key terms and how to apply

06 Role description and personal specification

“I find Cobalt to be a very friendly place to work, and the close connection to our tenants and communities is really motivating.”

“I’m so proud to be part of an organisation that is genuinely committed to making a difference in the communities we operate in.”

Welcome to Cobalt Housing

Thank you for your interest in the role of **Ground Maintenance Operative**.
Now is a really exciting time to join Cobalt Housing, as we undergo a period of significant change and growth.

Cobalt was established in February 2003 following stock transfer from Liverpool City Council. We manage around 6,000 homes in the Croxteth, Norris Green and Fazakerley and Sparrow Hall areas of North Liverpool. In 2023, we launched our five-year Corporate Plan, with four headline priorities:



These priorities will see us invest in our existing homes, build new homes, introduce new technology and systems and develop our own in-house repairs team.

And that's where you come in.

Delivering our Corporate Plan relies on having the right people in the right roles. People who share our vision and values and who want to join an organisation embarking on an exciting period of transformation and growth.

At our heart is our customers, who live in the 6,000 homes we manage and the communities we operate within. As the majority landlord in the area, we engage in a wide range of economic, neighbourhood and community regeneration activities in the areas we serve. We listen to our customers, and use their feedback to shape the services we deliver.

When you work with us, you'll be part of a team who can make a real difference to both our customers and our colleagues

We encourage applications from people of all ages, ethnicities and life experiences in order to foster innovation and creativity.

I look forward to receiving your application.

Claire Griffiths
Chief Executive



About Us

We want to be known for the way we do things as much as for what we do. We strive to be a fulfilling and enjoyable organisation to work for and to work with. We know that people who are happy, motivated and enthusiastic will help us provide better services for our customers.



Our purpose

Everyone deserves somewhere to call home, a place to make their own, feel safe and secure, and set down firm foundations. The right home will help people to live well, realise their potential and achieve the things that are important to them.

Our mission

By providing quality places to live, and support to those who need it, we play our part in developing thriving communities where people are proud to live and can be their best.

Our values

Passion

We are passionate about the positive impact we can have on other peoples' lives.

Commitment

We are committed to the long-term success of our people, communities and neighbourhoods.

Integrity

We act with integrity and do the right things instead of the easy things.

Ambition

We are ambitious for ourselves and for those we help.

INVESTORS IN PEOPLE™
We invest in people Silver



Key terms and how to apply

Salary:

£24,309.13 per annum

Contract type:

Full-Time, Permanent

Location:

Cobalt Housing Property Services, Gillmoss Industrial Estate, L11 0ED.

Working Hours:

37.5 hours, Monday - Friday 08:00 - 16:30

(However, our operating hours are 08:00 – 20:00 to allow for flexible working arrangements)

Holidays:

23 working days per annum (based on a 5-day working week) plus bank holidays, plus additional days for Christmas shutdown, up to 3 additional holidays added with length of service, and holiday buy-back of up to 5 days unused holiday at the end of the entitlement year.

Pension:

Cobalt Housing belongs to the Social Housing Pension Scheme. This is an employer and employee contribution scheme.

Cobalt Benefits:

- Occupational sick pay
- Enhanced maternity/paternity leave
- Gym allowance (up to £20 per month)
- Cycle to work scheme
- Childcare allowance (£50 per child of pre-school age)
- Training/development opportunities
- Staff wellbeing programme
- Up to five days dependants leave per year

Probation period and references:

Any offer made and subsequent employment is subject to a six-month probationary period and two satisfactory references, one of whom should be from

Eligibility to work in the UK:

Successful applicants are responsible for producing proof of entitlement to work in the UK before employment can commence.

Medical Clearance:

A pre-employment medical assessment may be offered from our Occupational Health Provider, to ensure all necessary reasonable adjustments and support are in place

Diversity:

We are committed to attracting a diverse range of applicants and creating a safe and inclusive working environment. This includes making reasonable adjustments during the recruitment process. Please let us know if this applies to you.

How to apply:

To apply for this role, please email an up to date CV and covering letter, clearly demonstrating how you meet the essential criteria, and send these to recruitment@cobalthousing.org.uk by 9th December 2024

Interviews will be held on Monday 16th December 2024.

We look forward to receiving your application.

Role Description

About the role

The Ground Maintenance Operative will work as a member of the Cobalt Housing Property Services to provide a comprehensive, high-quality service for neighbourhoods, tenants, and the environment, with a focus on maintaining homes to help our communities thrive. Cobalt is committed to ensuring and upholding an excellent level of customer service at all times.

Role Summary

The role of a Ground Maintenance Operative will involve performing environmental and groundwork tasks to a high standard, such as maintaining our land, open spaces, and communal gardens by carrying out tasks like grass cutting, hedge trimming, weed spraying, and waste removal. It is crucial to ensure that work is completed within set timescales, in compliance with health and safety requirements, and to achieve customer satisfaction at all times.

Reporting to the Operations Team Leader, you will assist in the delivery of the response repairs, void and planned maintenance programmes by carrying out minor void, response repairs and planned works where necessary.



Role Description

- To work as a member of a team to deliver Cobalt Housing Property Service. A comprehensive service with the aim of creating sustainable homes and communities while demonstrating value for money.
- To carry out environmental and garden works such as mowing, strimming, hedge cutting, waste removal and flagging to ensure the upkeep of our open spaces and communal areas.
- To work with an apprentice and provide training as required to deliver an all-encompassing repairs service, providing guidance and training as necessary.
- To attend site, sectional and inter-departmental meetings, maintain records and information. Provide advice to customers and Cobalt officers in matters relating to the work area of the post holder.
- To undertake correspondence with internal and external customers and agencies.
- To input and retrieve information from relevant computer systems or hand held devices as required, raising necessary orders and undertaking amendments enquiries, completing jobs as necessary.
- To identify and report issues/incidents relating to environmental improvements, crime, ASB prevention, community issues and housing management to relevant parties.
- Ensure a customer focused approach to all aspects of the work with strong commitment to continuous improvement.
- Ensure that your own work and the work of others is carried out to a high standard and meets the expected performance criteria in terms of Health and Safety, policy, procedure, legislation, and financial guidelines.
- All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- To undertake any such additional duties that is reasonably commensurate with the level of this post.

**Personal attributes
required based on job description**

Attribute	Description	Essential / Desirable		How to be measured: Application form (A) Interview (I) Test (T)
Experience, Knowledge & Skills	IT Literate	E		A/I
	Excellent communication skills	E		A/I
	Ability to work on your own initiative	E		A/I
	Experience in a working environment carrying out extensive environmental/grounds maintenance works	E		A/I
	Ability to carry out all aspects of environmental/grounds maintenance works to a high standard.	E		A/I
	Ability to work in a team environment	E		A/I
	Ability to manage and prioritise own workload and meet strict deadlines	E		A/I
	Competent in use of machinery	E		A/I
	Understanding of current Health and Safety legislation		D	A/I
Qualifications	Good standard of general education	E		A
	Member of RICS, CIOB	E	D	A
	Degree level education or equivalent through relevant E training/experience	E		A
	Relevant Project Management Qualification	E	D	A
	Full UK driving licence and access to own car	E		A
Cobalt Values	Passion	E		I
	Commitment	E		I
	Integrity	E		I
	Ambition	E		I



199 Lower House Lane
Liverpool
L11 2SF

0330 303 2222
www.cobalthousing.org.uk



Cobalt
■■■ Housing