



2020

# Applicant Information



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## Application Guidelines

Please read these notes before you apply.

- All candidates are requested to put forward a CV and a supporting statement which are used for short-listing and interviewing along the Equal Opportunities Form which is required by Human Resources for administrative and equal opportunities monitoring purposes.
- The Equal Opportunities Form will not be seen by those who shortlist and will only be available to Human Resources.

When completing the application process, please remember:

- think carefully about the skills, knowledge and experience outlined in the job description and ensure your CV and supporting statement reflects the requirements of the role you are applying for.
- that submitting an application indicates that the information provided is correct.
- your CV must include previous employment details, dates and reason for leaving, education and qualification details including grades.
- to check for accuracy, particularly with dates of previous employment, details of qualifications and endorsements on driving licence.
- to provide examples and supporting evidence to demonstrate relevant qualities and skills
- In line with our equal opportunities policy, please do not include any personal details on your CV.
- We will ensure that no potential or actual employee receives less favourable treatment on the grounds of age, disability, gender, gender reassignment, race, religion or belief, pregnancy or maternity, marital or civil partnership status or sexual orientation.
- In accordance with employer obligations under the Equality Act, applicants with disabilities can contact us to enquire about the circumstances of the job and at interview; the selectors will discuss any

special needs or reasonable adjustments required to enable applicants to fulfill the role.

- We welcome applications from disabled candidates and guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.
- We are proud to be a disability confident Employer. The disability confident scheme is a recognised scheme set up by the government to challenge attitudes, increase understanding of disability, remove barriers, and ensure that disabled people have the opportunities to fulfill their potential and realise their aspirations.



North Devon Homes reserves the right to verify any information provided. Falsifying or deliberately omitting information will result in automatic disqualification from the selection process or dismissal on the grounds of gross misconduct, whichever is appropriate.

You will be required for Home Office regulations to provide proof of your eligibility to work in the UK prior to an offer of employment from North Devon Homes.

Acceptable documentation is as follows:

- EU passport
- **Full** UK birth certificate **and** proof of National Insurance number
- Passport including relevant visa/stamps to work in the UK or remain in the UK

For further information please visit [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

If you would like the form in large print on audio tape or CD or if English is not your first language and you need a translation we will endeavour to arrange this for you.

Applications may be emailed to [recruitment@ndh-ltd.co.uk](mailto:recruitment@ndh-ltd.co.uk)

**Sent by post to**  
Human Resources  
North Devon Homes  
Westacott Road  
Barnstaple  
Devon EX32 8TA  
Tel: 01271 313385

For further information about North Devon Homes, please read on.....

## About North Devon

... with its breathtaking, unspoilt beaches and countryside, it is easy to see why North Devon is one of the country's most beautiful and increasingly popular holiday destinations. Those of us living and working here get to enjoy it every day – what could be better than that?



Barnstaple is the main town of North Devon and, possibly, the oldest borough in the United Kingdom. It is a former river-port, located at the lowest crossing- point of the River Taw, flowing into the Bristol Channel.

Barnstaple has a population in the region of 47,500.

If you want to know more about Barnstaple or North Devon visit:

[www.northdevon.com](http://www.northdevon.com)

## Quick facts about North Devon Homes

- North Devon Homes' Executive Team consists of the Chief Executive, Martyn Gimber, Director of Neighbourhoods, Marc Rostock and Finance Director, Philippa Butler.
- We employ approximately 130 staff
- North Devon Homes is a Housing Association with approximately 3,200 properties
- The company was established following the Large Scale Voluntary Transfer of homes from North Devon District Council in February 2000
- We are a Registered Charity, a Registered Provider (RP) and we are regulated by the Regulator of Social Housing and the Charity Commission
- We pride ourselves on our customer service and provide training and coaching to all staff in all roles of the business
- We work together as Team NDH to deliver great services and have some of the highest levels of customer satisfaction for any Registered Provider
- We have a Customer Care Team with sole responsibility for dealing with customers at the first point of contact. They aim to deal with as many queries and issues as possible, such as; paying rent, reporting a repair or general advice
- Our head office is based at Westacott Road, Barnstaple EX32 8TA
- We have 15 sheltered sites (serving over 55s) in Barnstaple and across North Devon and provide a community alarm facility to a further 1,200 customers.
- Our Independent Living Service also provides a support service to customers (who may or may not be tenants of North Devon Homes) to help maintain their tenancy. The Service will work with customers who are vulnerable through reason of age, mental ill health, cognitive difficulties, or disability.
- We are developing 321 new homes (including open market sale) to meet a range of needs as part of our commitment to grow our stock to 3,400 homes by 2021.
- We have invested £40m in customers' homes and currently have a major programme of works underway to keep improving our homes for our customers
- We have a direct labour force of 20 operatives and 3 apprentices who work on maintaining our properties along with a number of local contractors
- You can find out more about us by visiting our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

## The future of North Devon Homes

### Corporate Objectives:

1- **Me:** Placing Customers at the Heart of What We Do

2- **My Home:** Maintaining Quality Affordable Homes

3- **My Neighbourhood:** Improving, supporting and Developing our Neighbourhoods

4 - **My Landlord:** Improving and offering good Value for Money

## Corporate Values

Our values shape our culture and business and we are looking for people that share the same values as us.

If you share these values we would love to hear from you!





## **Board Members**

The North Devon Homes board consists of 10 skills based members:

Robert Stronge (Chair)  
Asad Butt (Vice Chair)  
Debbie Hay  
Delyth Lloyd-Evans  
James Barrah  
Paul Oldroyd  
Scott Murray  
Simon Sanger-Anderson  
Suzanne Ingman  
Suzi Lowther

## **Equal Opportunities**

North Devon Homes is committed to being an equal opportunities employer.

As an employer, we believe that our workforce should reflect the community that it serves and that all groups should be properly represented at all levels within the Company.

## **References, Medical and Criminal Clearances and Probationary Periods**

All of our offers are subject to receipt of satisfactory references and medical clearance. Medical clearance is by way of questionnaire which is assessed by our independent medical advisers. In the event that medical clearance or satisfactory references are not given, the offer may be withdrawn.

References are sought prior to commencement of employment.

If you are invited to attend an interview, feedback may be sought from employees that you speak to during the day, for example this may include members of our Customer Care Team.

All successful applicants will have their background checked with the Disclosure and Barring Service.

The DBS form is completed online by the HR team. You will be asked to provide the relevant ID.

If your post requires an enhanced DBS check, once you receive your DBS certificate you will need to register for the update service when completing the form and a fee of £13 will be reimbursed by the company.

Your DBS certificate will be sent to your home address and must be shown to HR as soon as you have received a copy. Failure to do this may result in any offer being withdrawn.

If a criminal conviction is declared and the interview panel believes it to have a bearing on the requirements of the post, they reserve the right to discuss the matter with the applicant at interview. If the panel choose not to raise a declared conviction at interview, please be assured that a view will have been taken that it should not be taken into account when deciding on an applicant's suitability for the post.

All new employees must successfully complete a six month probationary period, during which time performance is regularly appraised. The Company reserves the right to extend the probationary period should it be deemed necessary.

Either party may terminate their employment at any time during this probationary period upon one week's notice. Furthermore, during this period the full disciplinary procedure will not apply; instead a final written warning may be given or in cases of gross misconduct dismissal without notice. Employees are not entitled to Company sick pay during their probationary period.

## **Governance**

Employees may not receive any payment, grant or loan from any funds associated with the employer except under a contract of employment or as reimbursement for legitimate expenses.

The National Housing Federation Code of Governance (2015 edition) was adopted by the Board. Further details are available on request.

## **Benefits and Rewards vary but will include:**

### **Pension**

The Company operates a contributory Pension Scheme. The present pension scheme provider is the Social Housing Pension Scheme, Defined Contribution (SHPS DC). If employees meet the eligibility criteria, the scheme operates on an auto-enrolment basis. This means that employees will automatically become members of the scheme after completing 3 months employment. If employees do not meet the eligibility criteria they are still eligible to join the scheme on request.

Life Assurance is available through the pension scheme

### **Cash Plan**

Employees are eligible to join the Company's cash plan upon successful completion of their probationary period. The premium cost is met by NDH and up to 5 children may be included on the policy. Employees may extend the cover to partners. If you join the scheme you will have to pay tax based on the cost of the premium. The scheme is currently with WPA. The Company reserves the right to review this scheme.

### **Maternity Leave, Shared Parental Leave, Adoption Leave, Paternity Leave**

Enhanced Company pay for Maternity, Adoption, Paternity and Shared Parental Leave.

### **Childcare Vouchers**

Tax efficient childcare payments

### **Cycle Scheme**

Tax efficient cycle to work programme

### **Annual Leave**

Entitlement to paid holiday is 27 working days each holiday year running from 1 April to 31 March, plus bank holidays with pay. Leave is pro-rata for part time staff.

### **Hours of Work and Flexi-time**

The Company operates a Flexi-time system with a normal working week being 37 hours. Whilst the Company operates a core hours system of between 10:00 and 12:00 and 14:00 and 16:00, the times you work are at the sole discretion of your manager.

The Company expects you to be flexible and during the course of your employment, business demands may dictate that you work additional hours.

A maximum of 8 hours flexi-time may be carried over as a credit or 4 hours as a debit at the end of each calendar month. Employees may take a maximum of 6 flexi days in any given year (from 1 April to 31 March).

Overtime is paid at a time and a half and may only be claimed with the advance approval of a Director. Flexi credits may not be accrued for the period which overtime is paid.

Flexi-time for Multi-Skilled Operatives and apprentices will be agreed with your line manager.

### **Absence**

Upon successful completion of a probationary period and in accordance with North Devon Homes' Statutory and Company Sickness Policy, employees are entitled to paid sick leave, details of which are set out in the Employee Handbook.

### **Relocation Expenses**

Fair compensation for the costs and disruption associated with relocation is provided and the exact amount of assistance and terms are flexible and will be agreed as part of the overall remuneration package.

### **Employee Assistance Programme (EAP)**

This is a free and confidential service provided by an external supplier that has been designed to provide employees with advice and support on a broad range of matters from financial and legal advice to counselling. All employees and their immediate families are eligible from the first day of employment.

### **Trade Union Membership**

North Devon Homes supports the principle of solving industrial relation issues by discussion and agreement. Trade Unions are recognised and employees have the right to join and take part in their activities.

### **Learning & Development**

North Devon Homes is committed to the ongoing learning and development of all its employees and every employee has a personal development plan to follow.

The cost of training requested by the Company will be met by the Company.

## Induction

Induction at North Devon Homes is a three stage process.

### Stage 1

The first day – general induction by line manager (to include Health and Safety obligations and meet and greet).

### Stage 2

In the first 2 weeks – Human Resources will provide a detailed induction session on the working practices at North Devon Homes. At this induction you will also be given instruction on how to use Employee Self-Service and E-Learning. You will also receive a Health & Safety Induction provided by our Health & Safety Manager.

### Stage 3

In order to pass your probation period you will be asked to complete the following e-learning modules:  
Introduction to Social Housing, Anti-Fraud Awareness, Bribery Act 2011, Data Protection Awareness, Display Screen Equipment, Equality in the Workplace, Introduction to Health and Safety, Manual Handling, Professional Boundaries, Safeguarding Adults and Stress Awareness.

You will also be asked to complete a First Impression Report within the first 3 months of being at NDH.

### Stage 4

Quarterly – Executive Team provide a detailed Corporate Induction on the Core Values and Objectives of the Company.

## Appraisal System (My Performance)

North Devon Homes has a continuous review process that enables individual and team objectives to be linked to the strategy and goals of the Company. It is also a tool to develop and promote continuous improvement throughout the Company.

## General Data Protection Regulation

**Data controller:** North Devon Homes, Westacott Road, Barnstaple, EX32 8TA

**Data protection officer:** Philippa Butler, Finance Director

As part of any recruitment process, North Devon Homes collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### **What information does North Devon Homes collect?**

The organisation collects a range of information about you. This includes;

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK;
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief.

The organisation collects this information in a variety of ways. For example, data might be contained in application forms or CVs or obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The organisation will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Your consent will be sought first before contacting references.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

### **Why does the organisation process personal data?**

The organisation needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

Where the organisation relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the organisation processes other special categories of data, such as information about ethnic origin, sexual orientation, health, religion or belief, age, gender or marital status, this is done for the purposes of equal opportunities monitoring with the explicit consent of job applicants, which can be withdrawn at any time.]

The organisation will seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, the organisation will keep your personal data on file in case there are future employment opportunities for which you may be suited. The organisation will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

### **Who has access to data?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, line managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The organisation will not transfer your data outside the European Economic Area.

### **How does the organisation protect data?**

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our



employees in the proper performance of their duties. Clear policies and procedures are in place and systems are restricted to those that require access as part of the recruitment process.

### **For how long does the organisation keep data?**

If your application for employment is unsuccessful, the organisation will hold your data on file for 12 months after the end of the relevant recruitment process. At the end of that period [or once you withdraw your consent], your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. A Staff Privacy Notice will be issued to all successful candidates as part of their offer pack.

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights or make a subject access request, please contact Philippa Butler, Finance Director. Her email is [dataprotection@ndh-ltd.co.uk](mailto:dataprotection@ndh-ltd.co.uk)

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

### **What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.





**Automated decision-making**

Recruitment processes are not based solely on automated decision-making.