



ABOUT MAIDSTONE HOUSING TRUST

Introduction

Maidstone Housing Trust was registered as a local housing company in December 2002 and, following a successful tenant ballot, received the voluntary transfer of 6,400 homes and related assets from Maidstone Borough Council on 2 February 2004.

The Trust owns and manages 6,400 homes, 38 shops and 2,014 garages. The housing team is responsible for the management of these tenancies on a day to day basis. This includes investigations into allegations of neighbour nuisance, rent arrears management, arranging transfers and tenant liaison.

Our Vision, Values & Culture

Our Vision

Maidstone Housing Trust's Board has adopted the following vision statement:

“Maidstone Housing Trust exists to provide affordable homes and to improve the quality of life in the communities we serve.”

Our Values

The following values inform everything that we do

- Customer Focussed – recognises that everyone we deal with is a customer;
- Performance Driven – visionary leadership, excellent performance

standards, encouraging and celebrating continuous development;

- Creative & Enabling – working with colleagues and partners to maintain best practice and actively pursue innovative ideas;
- Open – we act with integrity and base everything we do on support, trust and mutual respect, valuing diversity and pro-active in ensuring Health & Safety;
- Positive – recognising and valuing individuals, enthusiastic, forward thinking and responding positively to change with a can do, will do, see through attitude

Our Culture

The Trust will aim to be innovative and open to new ideas and aims to achieve this by:

- carrying out the commitments and promises made to tenants in the transfer offer document;
- providing an efficient and effective housing and repair service;
- improving the homes and environments of tenants;
- developing equal opportunities and other policies that are fair to all;
- working in partnership with tenants and tenant representatives and recognising and enhancing tenant participation structures;
- providing well-designed new homes to meet local needs;
- reviewing and updating regularly the level and nature of demand on Maidstone Housing Trust's stock;
- giving consideration to environmental and sustainability criteria in all future works;
- recognising and developing the role of its staff in achieving its aims and objectives;
- being an open organisation that welcomes and embraces change.

Our Promises

A key element in the Council's consultation with tenants about the stock transfer to Maidstone Housing Trust focused upon delivering a better future for all tenants by improving services. The following list of promises form part of the transfer contract with the Council and will be delivered by Maidstone Housing Trust over the first five years following transfer:

- security of tenure;
- guaranteed affordable rents;
- better repairs and improvements;
- regeneration for Parkwood and Coombe Estates;
- better housing services and a better estate environment;
- no change for Housing Benefit entitlement;
- better services for older people;
- familiar faces;
- no profits;
- more say in how things are done;
- partnership with the Maidstone Tenants' Forum.

Corporate Plan

The Trust has a Corporate Plan for the period 2005-2009. Our six key objectives are:-

- to complete our five year stock improvement programme.
- to work in partnership to achieve our goals.
- to provide improving standards of service.
- to grow the business.
- to be financially robust.
- to invest in local communities.

The full corporate plan is available on our website: www.maidstonehousing.org.uk

Our Board of Management

The Board of Maidstone Housing Trust has overall responsibility for managing the homes and delivering a first class housing service. The Board of Management is made up of 15 Board Members as follows:

- 5 Tenant Board Members;
- 5 Council Nominees (known as Local Authority Board Members);
- 5 Independent Members – who are people from the wider community selected because of their particular expertise and experience.

The five tenant representatives are:-

John Barned (Chairman)
Dot Baker
Doreen Goodson
Sarah Pinks
Roy Long

The five Local Authority members are:-

Clive English
Jenny Gibson
Daphne Parvin
Bruce Pollington
Denise Joy

The five Independent Board Members are:-

Stephen Bromley (self-employed IT Consultant)
Peter Budgen (retired IT Director).
Blair Gulland (Solicitor)
Alasdair Johnston (Chartered Surveyor at Wandle Housing Association)
Vacant

Our Staff & Structure

Maidstone Housing Trust will provide a range of services to our customers. We recognise that our staff are our most important asset in providing the highest level of quality services. As a new organisation our challenge is to create a new corporate culture in which all members of staff understand and share the goals of the organisation. In order to

achieve this, we will improve our communications with staff and ensure that regular team briefings and adequate training are provided.

The Corporate Team consists of a Chief Executive supported by four Directors covering the functional areas of finance, housing, corporate services and asset management.

The following paragraphs provide you with a general overview of each directorate and their role within the Trust's structure:

Finance Directorate

The functions delivered within the Finance directorate include day-to-day accounting, rent accounting and general treasury management.

Housing Directorate

The Housing directorate team is responsible for the Trust's tenancy and estate management services. They perform a wide variety of functions ranging from rent recovery and welfare benefits advice to community projects and customer involvement. Our supported housing and Lifeline service is also part of this team.

Corporate Services Directorate

The Corporate Services directorate is responsible for the Trust's continuous improvement programme, policy, marketing and communications, Board support, secretarial and legal services, human resources, policy and performance, Company Secretary, Housing Corporation liaison and information systems management.

Regeneration and Asset Management Directorate

The Regeneration and Asset Management directorate is responsible for managing the planned maintenance, improvements, adaptations and all aspects of home ownership and

leaseholder services. This team is also responsible for the Trust's development strategy, redevelopment and regeneration schemes and new business initiatives. This will include the future housing bid strategy with the Housing Corporation and regional Boards.

ABOUT THE RECRUITMENT PROCESS

The Application Form

If you wish to apply for this post you should complete the enclosed application form. Please do not submit a C.V. as we prefer to consider all applications on the basis of the information provided on a common application form and interview process. It is therefore important that you complete the form fully.

Job Description and Person Specification

The enclosed job description sets out the main duties and responsibilities of the post and the person specification describes the skills, knowledge and experience required to carry out the role.

Completing the Application Form

Please complete all sections of the application form.

Section 7, The Supporting Statement is your opportunity to tell us why you are suitable for the job. You should tell us how you meet each of the criteria in the person specification by giving details of all your relevant experience, (paid or unpaid) knowledge, skills and abilities. If you have been out of work for a long time, or have never been in work, you may have acquired relevant skills and experience from being involved in community or voluntary work, through school or college activities, or by running your home. We are interested only in what you did and achieved personally, not the work and

achievement of the group or organisation in which you worked.

Please ensure that you address fully each of the criteria set out in the person specification. By assessing the information you give us in your application form against the criteria on the person specification, we decide whom to invite to the next stage of the selection process.

References

Referees must be able to provide information about your suitability for this post. One referee must be your current or most recent employer. If you have been self-employed or employed by an organisation which has ceased trading, you should give the name, business address and business telephone number of an official (such as an accountant or bank manager) who can vouch for the period when you were self-employed and the information you have provided.

Remember to state on the form if you do not want us to contact one or both of them before the interview.

Declaration

You must read and sign the declaration. A false declaration will disqualify you from appointment.

Closing Date for Applications

Please ensure that you return the application form by the closing date. Late applications will not generally be accepted.

Positive About Disabled People

The Trust is positive about employing people with disabilities. You are invited to tell us on the application form if you have a disability which might affect your ability

to carry out the full duties of the post. Please tell us about any equipment or adaptations which could assist you to do the job and therefore to meet the requirements of the person specification. Any candidate with a disability who, with or without additional equipment or adaptations, meets the requirements of the person specification will be interviewed.

If you require any assistance if called to interview please give details on the application form.

Decisions on Shortlisting

If you are not called for interview within 3 weeks of the closing date you should assume that you have not been shortlisted.

Documentary Evidence

If you are appointed, you will need to produce evidence such as your birth certificate or passport to confirm your identity

Evidence of any qualifications given on the form will also need to be provided.

Medical Clearance

If offered a post with the Trust you will have to complete a health declaration form which is returned to the Trust's Occupational Health Advisor. You may be required to attend for a medical examination.

ABOUT WORKING FOR MAIDSTONE HOUSING TRUST

Our Offices

The Trust's head office is at Whatman House, 20/20 Business Park, Allington where the majority of our staff are based.

In addition, we have an area housing office at Shepway which provides decentralised housing management services to tenants locally.

The following are a brief outline of the terms and conditions you could expect if you worked for the Trust.

Terms & Conditions

Working Week

Minimum working week of 37 hours, although senior staff will be expected to work such hours as are necessary to fully discharge the responsibilities of their role, including attendance at evening meetings and occasional weekend meetings. The Trust operates flexible working.

Probation

The appointment is subject to a six months probation period.

Car Allowance

If you occupy a post for which an essential car user allowance has been authorised you be expected to provide a car for work use. You will receive a lump sum payment paid as 1/12th each month and a business mileage allowance. Casual car users will receive a business mileage allowance for mileage undertaken.

Annual Leave

25 days plus 3 days between Christmas and New Year for office closure, plus statutory public and bank holidays.

Relocation

A relocation allowance of up to £6,000 is payable in some cases for new members of staff required to move home to take up their appointment. This allowance is paid subject to meeting certain criteria.

Overtime

Overtime is not normally paid to employees, although time off-in-lieu can be given in some circumstances.

Sick Pay

Occupational sick pay is dependent on length of service and can be up to six months full pay and six months half pay after five years' service.

Pension Scheme

Final Salary Pension Scheme:- The Local Government Pension Scheme or the Social Housing Pension Scheme.

Learning and Development

The Trust is committed to an effective staff learning and development policy, to train and develop staff to support the strategic direction of the Trust. Learning and development is regarded as a continuous process and is the responsibility of you and your manager. The Trust offers an annual grant towards personal out of work-time learning.

Equality and Diversity

The Trust is committed to achieving equal opportunities in employment and service delivery.

Smoking Policy

The Trust operates a complete smoking ban in all work places.