

**Application for Employment**

**Operations Manager**

**(Full time, permanent)**

**December 2024**

**CONFIDENTIAL**

Application for Employment

(Applications must be clearly written in black ink or typed)

**Operations Manager**

**(Full time, permanent)**

The response boxes in this application form will automatically increase to accommodate your responses.

|  |
| --- |
| **Personal Details** |
| Initial(s) |  |
| Surname |  |
| Address |  |
| National Insurance number |  |
| Home telephone number |  |
| Mobile telephone number |  |
| Work telephone number |  |
| Can we contact you at work? | Yes/No |
| Email address |  |

The information that you provide in this application form will enable us to decide whether to select you for interview. It will be retained for a period outlined in the Association’s General Data Protection Regulations policy, currently six months for job application forms, unless you request it be removed sooner.

A copy of the Association’s privacy policy can be found on our website or by contacting the Association’s office.

All questions must be answered. Whilst some sections may not be relevant to you personally, you should complete the form as fully and accurately as possible to enable your application to be given full consideration; where a question or section is not applicable, then please state this rather than leave it blank.

CVs will not be accepted unless providing additional information in support of your application.

The Association operates a dress code requiring staff to dress in a neat, tidy and business-like fashion at all times. Staff have the option of corporate business wear which, if taken, should be worn at all times.

Cernach Housing Association operates an equality and human rights policy and strives to ensure that all people, group(s) of people or organisation(s) who deal with the Association in any way or who require a service, assistance or advice from the Association, or who is employed by (or serves) the Association in any capacity, are treated equally. In particular, we have a zero tolerance approach to discrimination, whether direct or indirect, of any person or group of individuals on the basis of:

* Age
* Disability
* Marriage and civil partnership
* Pregnancy and maternity
* Race
* Religion or belief
* Sex
* Gender reassignment
* Sexual orientation

These are the nine “protected characteristics” outlined in the Equality Act 2010.

If you require this application form in an alternative format such as larger font or an audio format, please contact the Association. If selected for interview, we will accommodate any requirements you may have in relation to access or communication.

Education

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

Secondary School Education

|  |  |
| --- | --- |
| **Qualifications obtained** | **Please state level of pass/grade** |
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**Further/Higher Education**

|  |  |  |
| --- | --- | --- |
| **Name of College/University** | **Course of study** | **Grade/result** |
|  |  |  |
|  |  |  |
|  |  |  |

**Member of Professional Bodies**

|  |  |
| --- | --- |
| **Name of professional body** | **Membership category/grade** |
|  |  |
|  |  |

**Job-related training courses**

Please list any training/short courses you have taken in the past two years that you consider to be relevant to the post of Operations Manager

|  |  |
| --- | --- |
| **Course** | **Details** |
|  |  |
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Employment history

Please give details of past and present work. This can be paid work, voluntary work or work from home. Start with the most recent. (Please account for entire career history including career breaks).

|  |
| --- |
| **Current or most recent employment** |
| Name and address of employer |  |
| Start date |  |
| End date |  |
| Salary |  |
| Reason for leaving |  |
| Position held |  |
| Key duties |  |
| **Previous employment (please insert additional rows as necessary)** |
| Name and address of employer |  |
| Start and end dates |  |
| End date |  |
| Salary |  |
| Reason for leaving |  |
| Position held |  |
| Key duties |  |
|  |
| Name and address of employer |  |
| Start date |  |
| End date |  |
| Salary |  |
| Reason for leaving |  |
| Position held |  |
| Key duties |  |

Information in support of your application

Please outline below the skills you feel you would bring to this post

Please use the space below to tell us why you have applied for this post, the qualities you could bring to it, and any other information you consider relevant to your application. Please confine your response to one page.

|  |
| --- |
|  |

Further information relevant to your application

We wish to compare your experience, skills and knowledge with the requirements of the post. You should therefore demonstrate and evidence how you satisfy each requirement, providing examples where applicable. The examples/evidence do not have to be from paid work, but can be from other experience.

The selection panel will not consider candidates who do not meet all of the essential requirements, therefore please complete all sections.

The boxes will expand as you type and please continue on separate sheets as required.

\*”E” denotes an essential requirement and “D” denotes one that is desirable.

| **Requirement**(Skills, abilities, experience required) | **\*E/D?** | **Compliance**(how you consider you meet the requirement, with examples) |
| --- | --- | --- |
| A degree/relevant professional qualification in an appropriate discipline or ability to demonstrate an appropriate level of transferrable skills and/or experience.  | E |  |
| Proven track record in a leadership or line management role in an RSL (or similar) environment. | E |  |
| Working knowledge and understanding of housing and building regulations, policy and legislation  | E |  |
| Detailed knowledge of the Government’s program of welfare reform and a clear understanding of the risks this poses to the Association | E |  |
| Experience of successful partnership working to achieve organisational goals  | E |  |
| Experience in managing staff performance and continuous improvement  | E |  |
| Experience of budget setting, monitoring/reporting on performance against budget, and where appropriate, taking remedial action  | E |  |
| Experience of writing policies, strategies and reports | E |  |
| Ability to demonstrate initiative and flexibility in managing diverse workloads and projects  | E |  |
| Excellent verbal and written communication skills, including public speaking to a range of audiences; the ability to communicate sensitively and effectively with people of all ages/genders/diverse backgrounds/disabilities | E |  |
| Ability to deal with difficult situations openly and constructively, looking for solutions rather than obstacles  | E |  |
| Highly developed ICT skills, including working with Microsoft applications. | E |  |
| Ability to attend Committee meetings, which are usually evening meetings held on a regular basis and occasional weekend meetings. | E |  |
| Experience of servicing a governing body or sub-Committee | D |  |
| Experience of delivering other funding roles streams such as wider role | D |  |
| Knowledge of housing quality standards and energy efficiency measures  | D |  |
| Experience of contributing to a senior leadership team by setting strategic goals and objectives | D |  |
| Experience of SDM housing software system | D |  |

**Interviews** (if you are shortlisted)

Are there any restrictions on when you could attend for interview?

**Yes/No**

**If yes, please specify:**

If selected for interview, would you require any special arrangements (for example, relating to access or communication)?

**Yes/No**

**If yes, please specify:**

The Association is Positive about Disabled People and operates a job interview guarantee scheme. This means that if you have a disability and meet the minimum requirements outlined within the job description, you will be guaranteed an interview. However, some disabled people prefer not to take this option, so please select your preference if you are a disabled candidate. The definition of disability is outlined on the attached Equality Information form.

Do you wish to participate in the job interview guarantee scheme?

**Yes/No or not applicable**

**References**

Please give the contact details of two referees, at least one of which must be your present or most recent employer. Referees will **not** be contacted prior to interview.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | Name |  | 2. | Name |  |
|  | Address |  |  | Address |  |
|  | Postcode |  |  | Postcode |  |
|  | Tel. No. |  |  | Tel. No. |  |
|  | E-mail address |  |  | E-mail address |  |
|  | Occupation/ Position held |  |  | Occupation/ Position held |  |
|  |  |  |  |  |  |

**General information and declaration**

|  |  |
| --- | --- |
| How soon after a job offer would you be able to start? |  |
| If you are related to any employee or Committee member of Cernach Housing Association or anyone who has been employed as a staff member or has served on the Management Committee in the last twelve months, please provide details of the name and relationship. (If not applicable, then please state this). |
| Do you have any other commitments which make demands upon your time or any business connection which has potential to represent a conflict of interest with the job you are applying for?Please answer “yes” or “no”. If you answer “yes”, please provide details. |

**The Asylum and Immigration Act 1996**

The Asylum and Immigration Act 1996 makes it an offence to employ anyone who is not entitled to live and work in the UK. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK. Appropriate documentation may include the following: -

1. Original of your current passport **or**
2. Birth certificate/marriage certificate **and** a document detailing your national insurance number - this could be a letter from Her Majesty’s Revenue & Customs, the Benefits Agency, a P45, a P60 or National Insurance Card.

**Rehabilitation of Offenders Act 1974 and Criminal Conviction(s)**

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer.

If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

**Canvassing**

Please note that canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment, we may invoke disciplinary action that could lead to your dismissal.

**Declaration**

I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Completed applications**

When completed your application forms should be marked **Private & Confidential** and

emailed to: recruitment@cernachha.co.uk by the closing date of Thursday 9 January 2025 at 12 noon.

If you require any further information on this post, please contact Paula Baylis by email at paula@cernachha.co.uk

If you are short listed for interview, you will be asked to sign your application form at a later stage.

**The closing date for applications is Thursday 9 January 2025 at 12 noon.**

**Interviews are planned for Thursday 23 January 2025**