



# Care & Repair North East Wales Recruitment Pack

Website: <https://careandrepair.org.uk/agencies/care-repair-north-east-wales/> and <https://pfy.org.uk/>

*Registered Office – Place For You, Rowleys Drive, Shotton, Flintshire, CH5 1PY*

*Care and Repair (North East Wales) Limited is a charitable Community  
Benefit Society registered under the Co-Operative and Community  
Benefit Societies Act 2014 (29904R)*

## Welcome

Thank you for considering a role with Care and Repair North East Wales. We are delighted to be advertising this position and are eager to welcome a talented, enthusiastic person into our group.

This booklet aims to provide you with some information on who we are as an organisation, the work we do, and to offer some advice to help you through the recruitment process.

If you would like to informally discuss the advertised role or you need an accessible version of the pack, including a Welsh version, please email [amanda.lonsdale@careandrepairnew.co.uk](mailto:amanda.lonsdale@careandrepairnew.co.uk) or call 01352 758700.

## Who We Are

Care and Repair North East Wales is a non-profit organisation dedicated to enhancing the quality of life for older, disabled, or vulnerable people in Flintshire and Wrexham. Our organisation has been serving the community for over 25 years, providing essential support and assistance to help individuals regain or maintain their independence and live comfortably and safely in their own homes.

We are proud to be part of the wider Care & Repair Cymru group which was founded in 1979 to combat the problem of older homeowners living in housing that was unfit for human habitation and lacked basic amenities. We are one of 13 agencies working together to serve the whole of Wales.

We are a person-centred organisation, meaning that our clients' needs and wishes are at the heart of everything we do. We work to give people freedom and independence and this starts by recognising their individuality and the right to know and decide what is best for themselves.

## What We Do

Our primary focus is on ensuring that elderly and vulnerable individuals can continue to live independently and safely in their homes. Our team of skilled professionals and compassionate staff work closely with clients and partner agencies to provide personalised solutions to meet the specific needs.

Core Casework service carry out home visits by a committed team of staff that provide advice on housing repair solutions, home maintenance, security, heating, energy efficiency and possible sources of funding.

Technical Team is available on all aspects of building works including the selection of

suitable builders, effective tendering and monitoring the works on site. The agency maintains a register of reliable contractors and consultants.

**Hospital to a Healthier Home** service is a collaboration between Care and Repair and Betsi Cadwaladr University Health Board to identify older patients who have housing problems that may delay their return home. Care & Repair teams then work with patients and their families to carry out home improvements needed to enable quick and safe discharge. The service improves patient flow and reduces re-admissions.

**Managing Better service** is a home visiting service offering advice and practical help for people over the of 50 who have sight or hearing loss, are living with dementia or who have survived a stroke. Our specialist team will carry out an assessment of the risk of falls, advice and help to live independently and safely, access useful services, and advise on technology to increase independence.

**Adaptations Team** provide a range of services including home repairs and adaptations, and improvements to address issues such as safety hazards, mobility challenges, and energy efficiency.

### **Our Vision, Values, and Mission**

**Vision:** A Wales where all older people can live independently in warm, safe, and accessible homes.

#### **Values:**

##### **Caring**

We listen to what people want, and do what matters to them.

##### **Accountable**

We focus on solutions and make things happen.

##### **Respectful**

We draw strength from each other and our different perspective and experiences

##### **Excellence**

Empowering our people to delight our customers.

**Mission:** We provide leadership, expertise, innovation, advocacy, resources, and evidence to support investment that ensures all older people in Wales can live independently in warm, safe, accessible homes.

## The Benefits of Working for Us

When you become a part of Care and Repair North East Wales, you join a dedicated team of professionals committed to making a positive impact on the lives of others. We offer an inclusive and supportive work environment that values collaboration, creativity, and personal development. As an employee, you can expect:

- **Meaningful work:** Every day, you will be contributing to improving the lives of elderly, disabled, and vulnerable people and making a significant contribution to the betterment of their lives and reducing the pressure on our public services.
- **Professional Growth:** We encourage and support the continuous development of our employees, providing training and opportunities to enhance your skills and expertise.
- **Work-Life Balance:** We understand the importance of maintaining a healthy work-life balance and strive to offer flexible working arrangements.
- **Positive Workplace Culture:** Our organisation promotes a positive and inclusive workplace culture where diversity and individual contributions are celebrated.

### We offer

- 20 - 25 hours per week
- 25 days annual holiday, plus 1 extra day every year up to a maximum 30 days + Bank Holidays + a discretionary additional day on your birthday.
- Contributory Company Pension Scheme
- Flexible working
- Discretionary Employee Assistance Scheme
- Free parking at our offices

## Diversity and Equality Statement

At Care and Repair North East Wales, we are committed to promoting diversity, equality, and inclusion at all levels of our organisation. We celebrate the unique perspective that each person has formed from their personal background and experiences. We are dedicated to fostering a workplace that is free from discrimination and each individual feels respected.

We welcome applications from all people who meet the requirements for the role regardless of age, gender, ethnicity, sexuality, or disability.

## Data Privacy

We take data privacy seriously and are committed to protecting the personal information of our employees, clients, and applicants. During the recruitment process, we may collect and process personal information provided by candidates, such as names, contact details, employment history, qualifications, and other relevant details. This information is collected solely for the purpose of assessing candidates' suitability for employment with Care and Repair North East Wales.

All personal data collected during the recruitment process is stored securely and treated with strict confidentiality. Personal data collected during the recruitment process will not be shared with third parties.

Thank you for your interest in our organisation. We hope this pack has provided you with insight into Care and Repair North East Wales and the opportunities we offer. If you share our passion for making a positive impact on the lives of others, we encourage you to apply and look forward to hearing from you.

## To apply for this role:

Please send an up-to-date copy of your CV and a cover letter including:

- Introduction
- Why you are applying for the job role
- Using the job specification, how you meet the criteria for the role.

Please note if you do not provide a cover letter/ personal statement your application cannot be considered.

Applications should be addressed to Amanda Lonsdale – Operations Manager at [Amanada.Lonsdale@careandrepairnew.co.uk](mailto:Amanada.Lonsdale@careandrepairnew.co.uk) Closing date stated in advert.

## Job specification

<b>Job title:</b>	HR and Office Administrator
<b>Office base:</b>	Shotton, Flintshire
<b>Salary:</b>	£25,000 pro rata
<b>Reporting to:</b>	Operations Manager

### The purpose of this role:

The HR and Office Administrator will play a critical role in ensuring the smooth and efficient operation of the office while supporting the HR department with various administrative tasks. This dual role requires a high level of organisation, attention to detail, and the ability to handle multiple tasks simultaneously. The role will work with guidance of our HR advisors.

### In this job your responsibilities will be:

#### **HR Administration:**

- Assist with the recruitment process including posting job ads, screening resumes, and scheduling interviews.
- Maintain employee records and ensure all HR databases are up to date.
- Assist in the onboarding process for new hires, including preparing induction materials and conducting orientations.
- Support the Operations Manager in organizing training sessions and other HR initiatives.
- Organise training through our online training portal and other providers
- Handle employee enquiries regarding HR policies, procedures, and programmes.
- Assist in payroll processing by providing relevant data (absences, bonus, leaves, etc.).
- Complete DBS checks
- Complete training matrix requirements

#### **Office Administration:**

- Manage the day-to-day operations of the office, ensuring it runs smoothly and efficiently.
- Managing a bring forward diary system for senior managers to ensure all necessary supporting documentation is available.

- Order and maintain office supplies, equipment, and furniture.
- Liaise with Senior administrator to coordinate office maintenance and repairs as required.
- Handle incoming and outgoing correspondence, including emails, calls, and post.
- Organize and schedule meetings, appointments, and travel arrangements.
- Maintain a clean and safe working environment.
- Assist in organizing company events and activities.
- Room and event bookings
- Maintain lone working apps
- Provide dashboard reports on the telephone systems etc.

### **Person Specification:**

#### *Essential:*

- Proven experience as an HR and/or Office Administrator or in a similar role.
- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Basic knowledge of HR principles and practices.
- High level of confidentiality and integrity.
- Ability to work independently and as part of a team.
- Strong attention to detail.

#### *Desirable:*

- Familiarity with an HR software system.
- Experience in event planning and coordination.
- Knowledge of employment laws and regulations.

### **Personal Attributes:**

- Proactive and self-motivated.
- Adaptable and able to handle changing priorities.
- Strong problem-solving skills.
- Friendly and approachable demeanor.
- Strong work ethic and reliability.

- To visit customers at their homes to carry out a wide range of minor adaptations, repairs, maintenance and building works.
- Perform all work to a high standard ensuring the complete satisfaction of the customer.
- To ensure that all work is carried out in a safe manner and that all Health and Safety requirements are adhered to.
- Adopt a right first time, customer focussed approach to all works undertaken
- Liaise with staff from external organisations and where necessary to discuss works.
- To be responsible for ordering and obtaining the necessary materials to carry out the required work within agreed ordering procedures.
- To keep appropriate records of work carried out and materials used for each job.
- Provide adequate protection of customer's furniture, carpets, & personal possessions etc.
- To be responsible for the removal of waste and debris after completing work and leaving the site clean and tidy.
- Ensure the day-to-day cleanliness, safety and security of the organisation's lockups.
- Take responsibility for using and maintaining PPE (Personal Protection Equipment)
- Ensure the safety, security and maintenance of tools and equipment and report any defects to the Manager.
- Carry out regular basic maintenance checks of vehicles provided and report any defects to the Manager.
- Maintain customer confidentiality and act in a sensitive and responsible manner.
- Provide information and advice to other organisations so that common objectives can be met.
- Work in close co-operation with colleagues and in accordance with the aims and objectives of the organisation.
- Help maintain stock control records.
- Undertake and successfully complete training as set out in a training plan.

Once again, thank you for your interest in working with us. We look forward to hearing from you.