



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 talented and enthusiastic people to join our team.

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 if you need an accessible version of the pack, including a Welsh version, please email XXXX or telephone XXXX

Who We Are

Care and Repair North East Wales is a non-profit organization, 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 home.

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 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 disabled 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 of individual clients.

Casework Service - home visits undertaken 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 - available to advise and assess 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 - a collaboration between Care and Repair and Betsi Cadwaladr University Health Board to identify older patients who have housing problems that may delay their discharge back home. Care and 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 - a home visiting service offering advice and practical help for people age 50+ who have sight or hearing loss, are living with a form of dementia or who have experienced a stroke. Our specialist team will carry out an assessment of the risk of falls, give advice and help to live independently and safely, access useful services, and advise on technology to increase independence.

Older not Colder Service - part of a Wales-wide partnership that helps people in our area keep their homes warm and reduce their energy bills.

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

Wellbeing Support Service - provides holistic and person-centred assistance for 6-12 weeks following hospital discharge. Identifying practical, social and community solutions.

Hoarding Support Service - provides intensive support over 6-12 months for people with hoarding behaviours.

Place for You is the name we give to the community work we do. Our committed independent management board and dedicated team, are working to improve the area to provide a safe and biodiverse environment for the local community to connect, play sport, relax and enjoy enhancing their well-being.

Our Vision, Values and Mission

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

Values:

Caring - We care about people and our environment.

Accountable - We develop tailor made solutions which embrace quality and innovation.

Respectful - We are inclusive, and draw strength from different voices, perspectives and experiences.

Exceptional customer experience - People at the heart of everything we do.

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. 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

- 25 days annual holiday, plus 1 extra day every year up to a maximum 30 days + Bank Holidays if full time otherwise pro rata + a discretionary additional day on your birthday
- Contributory Company Pension Scheme (up to 6% employer contribution)
- Flexible working
- Discretionary Employee Assistance Scheme
- Free parking at our offices
- Access to a 20-acre Community Park and Woodland
- We also include free tea and coffee

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 where 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 we look forward to hearing from you.

Job Specification

Job title: Operations Administrator

Office base is: Shotton

Salary: £13.50 per hour (cost of living increase due April)

Contract Type: Permanent

Hours: 25 hours per week (preference for afternoon cover within office hours of 8.00am – 5.00pm)

Reporting to: Private Works Lead

About the Role

We are looking for a motivated and flexible Operations Administrator to help deliver a high-quality, efficient service within our Private Works team. Our key clients include local authorities and housing associations, for whom we deliver services to their residents. We also provide private works directly to homeowners who choose us as a trusted and established organisation.

This role is central to ensuring requests for work are processed efficiently, customers receive excellent service, and projects are coordinated effectively between internal teams and approved service providers.

You will act as a key point of contact for multiple workstreams, managing communications, coordinating contractors, and ensuring works are delivered to the required standards and within agreed timeframes.

A Typical Day in the Role

A typical day involves reviewing incoming work requests and assessing income generation works, ensuring all relevant information is recorded accurately on the internal database. You will liaise regularly with contractors, service providers, clients, and other stakeholders to arrange and schedule works, ensuring jobs are booked in promptly and delivered within agreed deadlines.

Throughout the day you will monitor the system, track the progress of jobs, and follow works through to completion. This includes updating records, resolving issues where required, and raising invoices once works are completed.

You will also:

- Answer incoming calls and respond to enquiries.

- Communicate with stakeholders to coordinate works and updates.
- Monitor the internal system to ensure jobs are progressing as planned.
- Produce reports reflecting weekly performance and service delivery.

The role suits someone who enjoys organising tasks, solving problems, and working with multiple partners to deliver a high-quality service.

Key Responsibilities

Communication & Coordination

- Act as a primary point of contact for customers, internal teams, contractors, and referring agencies.
- Monitor and respond to incoming communications including phone, email, text, and WhatsApp.
- Coordinate work requests and allocate the appropriate service provider.

Customer Service

- Deliver a responsive and professional service that achieves positive outcomes for customers.
- Liaise with customers and partners to ensure work is completed to a high standard and within agreed deadlines.

Planning & Scheduling

- Coordinate and prioritise workflow across multiple workstreams.
- Schedule works for both in-house teams and approved external contractors.
- Ensure all work is delivered within industry standards and agreed timescales.

Financial Administration

- Prepare quotations and justification for works outside approved budgets.
- Raise purchase orders and review supplier invoices.
- Support accurate financial tracking of works.

Monitoring & Reporting

- Maintain and monitor the Job Logic system to track works and deadlines.
- Produce accurate reports, audits, and meeting minutes.
- Ensure records and data are maintained accurately.

Process Improvement

- Identify opportunities to improve operational processes and efficiencies.
- Support the development and effective use of internal systems.
- Maintain strong working relationships and build new professional contacts.

Skills & Experience

We are looking for someone who has:

- Strong organisation, accuracy, and time management skills.
- The ability to work effectively in a fast-paced team environment.
- Excellent communication and interpersonal skills.
- Good working knowledge of Microsoft Office.
- Strong problem-solving ability and the confidence to resolve issues quickly.
- Experience coordinating multiple tasks or service providers (desirable).

Additional Responsibilities

- Work collaboratively across different areas of the organization.
- Ensure processes and procedures are clearly documented.
- Maintain professional communications in line with company brand standards.
- Complete relevant training to stay up to date with industry standards.
- Contribute positively to the organisation's overall goals and values.

For further information please contact emma.taylor@careandrepairnew.co.uk

How to Apply

Please send an up-to-date copy of your CV and a supporting statement of no more than 2 sides of A4 including:

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

NB: Please note if you do not provide a personal statement your application cannot be considered.

Applications should be addressed to: emma.taylor@careandrepairnew.co.uk

Closing date: 30th March 2026 at 12:00