



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 mark.hughes@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 age 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

- 25 hours per week
- 25 days annual holiday, plus 1 extra day every year up to a maximum 30 days + Bank Holidays (pro rata for part time)+ 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 mark.hughes@careandrepairnew.co.uk

For an informal chat about the role please ring Mark Hughes on 07762 892995 (Tuesday to Thursday) otherwise please call 01352 758700 and we will arrange for another staff member to speak with you.

Closing date 14th May 2026 at 12 noon.

Job specification

Job title: Technical Officer

Office base: Shotton, Flintshire

Salary: Circa. £37,000 - £40,000 if full-time

Hours: 21 hours per week worked primarily across Agency office hours

Reporting to: Senior Technical Officer

The purpose of this role:

To assist the Agency to provide a comprehensive technical service to clients and partners including advice and project management services relating to ongoing maintenance, repair and adaptation works. This is a home visiting role.

In this job your responsibilities will be:

Strategic Responsibilities:

- To ensure that all allocated cases are progressed efficiently and in accordance with targets and that good communications are maintained with the Agency's clients and partners.
- To assist the Senior Technical Officer with compiling performance data and the preparation of reports to the Agency's Board and partners.
- To assist the Senior Technical Officer with the setting and monitoring of budgets.

Technical Services:

- To carry out surveys of residential properties to assess the need for repair or adaptation works.
- To produce reports following visits which highlight hazards, detail recommended solutions and provide budget cost estimates for the works required. These works may include disabled adaptations, major repairs and full property refurbishments.
- To produce technical specifications, schedules of work and minor contracts suitable for estimating and tendering purposes.
- To liaise with clients, occupational therapists, and others to determine the best technical solutions to the problems identified.
- To work closely with the Agency's caseworkers to determine the best strategies to address any problems identified.
- To provide a full project management service where appropriate to ensure quality, value for money and compliance with specifications.

- To provide technical drawings where appropriate using AutoCAD or similar software to illustrate proposed works to clients and partners.
- To ensure that all works undertaken comply with current H&S requirements and CDM regulations.
- To be familiar with and ensure compliance with relevant legislation, Welsh Government requirements and contractors code of conduct.
- To carry out auditing of completed works where technical services have had no involvement.
- Onboarding, quality standards and continued relationship management with contractors.

Conduct & Administration:

- To uphold the Agency's code of conduct and other policies and procedures and set high personal standards in all activities undertaken.
- To identify and review risk and risk mitigation in all areas of work but specifically in relation to works organised on behalf of clients or partners.
- To maintain accurate records of all client and partner-related activities on the Agency's computerised database and other electronic filing systems as appropriate.
- To assist the Senior Technical Officer with the maintenance of the Agency's list of Preferred Contractors and to identify, where possible, new contractors who can be added to the list.

Development:

- To represent the Agency at technical forums and other relevant forums or events as required.
- To keep up to date with new developments in the technical field and to inform other members of staff where appropriate.
- To actively investigate new technological advancements that would benefit clients or Agency operations.

General:

- To adhere to the Agency's equal opportunities policy and procedures within your own work and to generally support and promote the Agency's equal opportunities policy.
- To undertake all Health & safety responsibilities relevant to the role as outlined in the Agency's H&S Policy.
- To undertake any other duties requested by the Senior Technical Officer or Agency Manager which are consistent with the overall purpose/nature of the post.

Person Specification

	Education/Qualifications	Essential	Desirable
1	Educated to GCSE standard or equivalent in Maths and English.		
2	Degree and/or HNC or equivalent level in a relevant technical/building related discipline.		✓
3	Member of the RICS		✓
	Knowledge & Experience		
4	A reasonable level of experience in a building related discipline.	✓	
5	Experience of carrying out property surveys and producing reports.	✓	
6	Experience of diagnosing repairs and producing technical specifications, schedules of work and minor works contracts suitable for estimating and tendering purposes.	✓	
7	Ability to liaise with external agencies, consultants, contractors and partners.	✓	
8	Experience of planning and prioritising effectively in order to achieve targets and meet deadlines.	✓	
9	Computer literate to include Word, Excel, PowerPoint, databases and technical drawing software (e.g. AutoCAD).	✓	
10	Knowledge of the Welsh Housing Quality Standards and the processes involved in meeting the requirements.		✓
11	Understanding of the housing needs of older and/or vulnerable people who may have a learning and/or physical disability or other complex needs.		✓
12	Knowledge of Local Authority grants systems.		✓
13	Knowledge of Health & Safety and CDM regulations.	✓	
	Communication		
14	Ability to communicate effectively at all levels.	✓	
15	Ability to speak Welsh		✓

	Personal Qualities		
16	A confident and effective decision maker.	✓	
17	A commitment to high quality client focused services and best practice.	✓	
18	Physically fit with the ability to work at heights and undertake inspections to lofts/roofs and various other building components as necessary.	✓	
19	Ability to organise and prioritise workload and meet deadlines.	✓	
20	Ability to work on own initiative.	✓	
21	Ability to work effectively as part of a team.	✓	
22	Ability to work under pressure.	✓	
23	Ability to deal with challenging situations with tact and diplomacy.	✓	
24	Flexible and adaptable approach to work tasks and colleagues.	✓	
	General		
25	Hold a full current driving licence and have access to a vehicle.	✓	
26	Strong commitment to equality of opportunity.	✓	
27	An ability to work outside normal office hours and have the capacity to work away from home for short periods as service delivery demands.	✓	

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