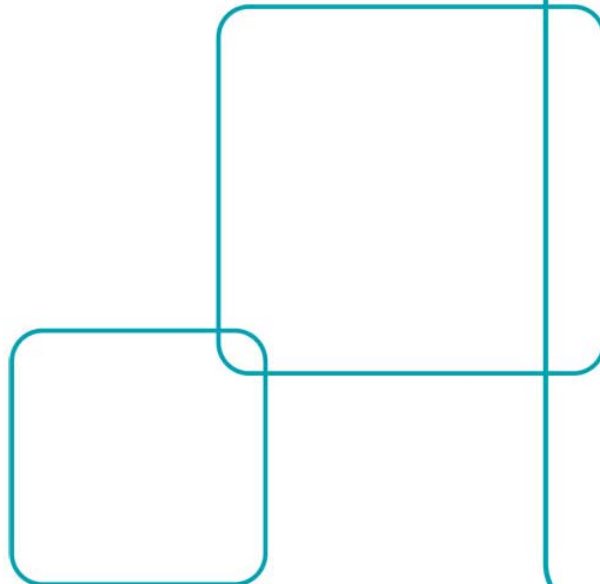


Information for job applicants





Riverside is the parent company of a number of housing associations across England with over 50,000 properties and a combined turnover exceeding £175 million. We are a non-charitable housing organisation including English Churches Housing Group (ECHG).

We are proud to say that we are one of the leading registered provider of social housing in the UK, providing support and affordable housing to people of all ages and circumstances throughout England.

Our aim is to become a leading regeneration agency delivering quality homes and thriving communities. Our activities are widespread and in addition to housing include providing community facilities and job and training opportunities. New companies have recently been added to the Group as a result of mergers and the transfer of housing from local authorities.

Our Vision

Transforming **lives**
Revitalising **neighbourhoods**

Transforming lives, revitalising neighbourhoods Embodies the contribution of all our people, while highlighting the benefits our work brings to the quality of life of our customers.

The way we achieve our vision has been defined within a set of seven values:

Focusing on customers This is our primary value because it gives reason and purpose to everything else we do. The lives we transform and the neighbourhoods we revitalise belong to people we serve who are each entitled to a personal and professional service of the highest standard.

Respecting every individual Respect shapes to way we treat each other as colleagues and it drives the way we serve our customer. We work with some of the most vulnerable people in society and we employ some of the most talented and committed professionals in our industry. We celebrate the fact that it takes all sorts to make a world.

Working together Team work delivers more than individual effort ever can. We work closely with colleagues, customers and partners to create communities of which we can all be proud of. But co-operation begins at home

Going for it and sticking with it We set ourselves ambitious targets and we enjoy making a positive difference in the world. That means we have to be tenacious and determined. When we know we are doing the right thing we are not easily distracted by disappointments, difficulties or setbacks. If something is worth doing it's worth working hard to achieve.





Challenging the conventional – We are constantly looking for new ways to deliver affordable homes and that sometimes means challenging received wisdom. If someone has a good idea, we put it into practice. This in turn inspires other people to share their ideas, creating a circle of continuous improvement and innovation.

Maximising value, minimising waste - Every penny we save in funding our operations releases value that we can invest in more homes and improved service to customers. Preventing waste allows us to invest in things that matter and that includes the motivation and development of the talented, committed people who make it happen.

Communicating positively and listening to understand – Everything we do is built into a fundamental commitment to open, honest communication. We listen to what people say and we also act on it. By fostering a spirit of approachability and involvement, we deliver improved services to tenants and create a stimulating, fulfilling environment for everyone who works with us.

Employment with Riverside

Code of practice

To ensure that applicants are treated fairly, we operate a code of practice for recruitment and selection. Riverside is committed to equality and will appoint the best candidate for all posts

In the interest of good practice and equal opportunities, we continually look for ways to improve our services and how we advertise and fill job vacancies. We have a strong commitment to training and developing staff. We also provide access to our buildings for disabled people,

You look after our customers – we'll look after you

To allow Riverside employees to enjoy a full and active role in the workforce, we provide the following:

- Learning and Development
- Long Service Awards
- Flexible Working
- Annual and other leave
- Financial benefits including sick pay
- Family friendly scheme and child care vouchers
- Health and Wellbeing including free eye tests

Positive about Disabled people

Riverside is a disability symbol user (two ticks symbol). The symbol is a recognition awarded by JobCentre Plus to employers who have agreed to meet five commitments regarding the recruitment, employment, retention and career development of disabled people.





Criminal Records Bureau (CRB) and The Independent Safeguarding Authority

As an employer within the social housing sector we have a duty to protect vulnerable members of society. We therefore undertake CRB checks for all our roles that have contact with vulnerable people. If you have an enhanced CRB check dated within the last 12 months, you are able to use this to start your role with Riverside. If you do not have a current CRB check you would need to wait until your disclosure is completed before a start date can be agreed. A criminal record will not necessarily be a bar to obtaining a position and disclosure information will not be used unfairly.

Completing your application form

In order to choose candidates for interview, we must have evidence of the skills, abilities and experience that match those outlined in the **job description**. This will help to demonstrate your competence to carry out the tasks outlined.

The job description is designed to help you complete the application form. Prior to, or as part of the selection process, you may be asked to carry out some practical exercises or tests. We only shortlist those who show they meet our requirements.

You should provide examples of how you meet each of the requirements listed in the competency framework. This will help you demonstrate your suitability for the position you have applied for. Your examples should tell us what you did rather than what the team did and give examples of how you demonstrated a particular skill, rather than simply stating that you have it.

We want you to give evidence that you are suitable for the job. This evidence is likely to come from your previous job experience, but it could also come from things you have done at home, school or college, in a hobby or unpaid work. If you are involved in community matters, you may be able to talk about your successes in team working and communication.

Please apply for all our vacancies online by clicking the orange “apply for this job” link on the “jobs” page of our website. You will be prompted to register by creating a user name and a password. You can sign in to complete the application form with your registration details.

Use the spaces provided to give the details we ask for. You will have the option to upload your CV, although this is not essential.

Remember – the information you give on the application form helps us to decide whether to invite you to interview. You can only use the application form for the advertised job.

Further information

Please look at the pages on the website that gives you more information of what it’s like to work with Riverside





The Selection Process

We use a variety of methods to select the right candidate, including interviews and assessment days.

If you are invited for interview or to come to an assessment day we will contact you with details of the time, date and place. We will aim to make it as constructive as possible. The intention is to give you the opportunity to show you are suitable for the job. People who have been trained in interview skills will carry out the interviews.

We guarantee an interview to all suitably experienced disabled candidates. If you are disabled please let us know if there are any arrangements that could make your visit more comfortable. This could be car parking near the entrance, whether you need a sign language interpreter to be present, or if you have a preferred type of seating arrangement or any other arrangements we should make to take account of your needs.

If you are successful at your first selection stage, we would normally ask you to come back for a second interview as a shortlisted candidate. We will decide who to appoint after all interviews are completed.

If you are not shortlisted or offered the job, you can ask us for constructive feedback on your performance.

Finally...

Don't forget to review your application form before you return it to us. Make sure you have included all the relevant points you want to include in your application. You can save your application on the website and finish it another time. Remember to take a note of your user name and password so you are able to view saved applications.

Good luck with your application and thank you for the interest you have shown in working with Riverside.

Help transform the lives of others and we'll help transform yours.....