

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).

Riverside was born in 1928 as Liverpool Improved Houses. Over the last eight decades we have evolved and grown, developing new products and services in response to the needs of our customers.

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 and values

Our vision:

Our vision – **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.

Our values:

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

Focusing on customers

Putting all our customers at the heart of everything we do and ensuring their views are represented at all levels within the organisation.

Respecting every individual

Ensuring we provide equality of access, opportunity and service by understanding and appreciating the diversity of all customers and staff.

Communicating positively and listening to understand

Enabling all staff to communicate effectively and taking the time to listen to customers and each other.

Going for it and sticking with it

Continuing to be an organisation that works with individuals, groups or neighbourhoods that others consider too challenging or complex.

Working together

Working in partnerships with others to increase our strength and capacity to achieve sustainable change for our customers.

Challenging the conventional

Responding to needs and issues identified by our customers, staff and partners in a manner that is informed and willing to consider new approaches.

Maximising value, minimising waste

Identifying where resources could be used more efficiently to increase the effectiveness of our work.

By embracing these values we can all ensure that we add value in every interaction and area of operation so that together we are:

Transforming lives
Revitalising neighbourhoods

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, and we monitor our employment and service delivery to make sure we maintain quality and equality.

Working for us

We appreciate that traditional ways of working have often discriminated against some sections of the community. To allow Riverside employees to enjoy a full and active role in the workforce, we provide the following:

- extensive training opportunities
- day release for some posts
- part-time work where appropriate
- flexible working hours
- Company sickness and maternity and paternity schemes
- staff development initiatives.

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)

As an employer within the social housing sector we have a duty to protect vulnerable members of society. We therefore undertake personal disclosures for certain posts on potential staff before appointment. 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 **person specification**. This will help to demonstrate your competence to carry out the tasks outlined in the job description.

The person specification is designed to help you complete the application form. At the interview you may be asked to carry out some practical exercise or test. We only shortlist those who show they meet our requirements.

You should provide examples of how you meet each of the requirements listed on the person specification, 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.

When filling in the application form please write clearly and as neatly as you can. Use a black pen as this shows up best when photocopying. If you have a disability that means you are unable to write, please feel free to use a typewriter or other such equipment or have another person complete the application form, in your words, on your behalf. You can also fill in an application form online.

Use the spaces provided to give the details we ask for. Do not send your curriculum vitae or work history separately.

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.

Interviews

If you are invited for interview we will write to 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 interview, we will normally ask you to come back for a second interview as a shortlisted candidate. We will decide whom 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. If need be, you can request an additional application form or go to our website www.riverside.org.uk and download a replacement.

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

Riverside is a trading name of The Riverside Group Limited

Registered Office: 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF

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Tenant Services Authority No. L4537

Visit our website for details of our awards and accreditations