

Recruitment Information Pack

February 2019

Creation Trust Recruitment Information Pack

Introduction

Thank you for your interest in working for the Creation Trust. This information pack has been prepared to assist people interested in applying for any of the advertised roles in understanding the organisation, the roles and the recruitment process and timetable. The Information Pack includes all the job descriptions for the roles being advertised and an Equal Opportunities Monitoring Form. The pack is a key resource for applicants and would encourage all applicants to read it thoroughly to ensure that your application reflects the role you are applying for.

About Creation Trust

The Creation Trust's vision is to help transform the Aylesbury Estate into a thriving neighbourhood through delivering social and economic change. The Creation Trust was established in 2007 and is the successor organisation to the former regeneration funded programme, Aylesbury New Deal for Communities (NDC), which existed on the estate for 10 years. Housing association Notting Hill Genesis will be rebuilding the estate over the next 15-20 years.

Creation supports residents by:

- Maintaining communication links with the residents about the regeneration and maximising opportunities for them to engage in the process;
- Delivering programmes for young people to increase educational attainment, improve well-being and reduce anti-social behaviour;
- Delivering services to adults to improve their skills, economic opportunity and well-being;
- Supporting vulnerable residents in crisis and in the active phases of the regeneration; and
- Enabling residents to understand and respond to the impact that the welfare reforms will have on them.

The Creation Trust is established as a company limited by guarantee with charitable status. The Board of Trustees of Creation is made up of local residents and leaseholders, councillors, and people who have some expertise or knowledge to share.

About the Aylesbury Estate

The Aylesbury Estate in Southwark is one of the most well-known housing estates in London. Constructed between 1966 and 1977 following large scale slum clearance, the estate was originally home to over 7,500 people. Currently 75% are from a black or minority ethnic group & 500 homes are rented to people with temporary tenancies. The estate is home to several schools, offices, community buildings and some shops. It lies immediately north of Burgess Park – one of the largest parks in central London, and south east of Elephant and Castle.

The estate is currently going through a full regeneration programme that means every home over the next 15 years will be demolished and rebuilt. The new neighbourhood will include more homes of mixed tenures including 50% private sales.

A recent survey of the Walworth neighbourhood highlighted these needs when asking the question “who feels left out of services”

- isolated individuals, often with long-term health conditions, housing or debt problems, sometimes with addictions or learning difficulties
- families and individuals with no access to public funds
- migrant families newly arriving in the area
- people from range of backgrounds moving into the area without social ties
- some long term residents and families who experience generational exclusion people living in temporary tenancies on the Aylesbury Estate
- people placed in poor quality private rented housing as discharge of homelessness duty by local authorities
- people with complex needs
- people not speaking English as first language
- people who do not know about existing networks
- people who do not know what support exists • people with learning disabilities.

Our current work

Tackling Unemployment

SE17Working is a Creation Trust programme that helps local people to find employment and aims to remove barriers that are preventing them from getting a job, these might be language problems, childcare issues or physical or mental health issues. We support people with CV writing, job searching, interview techniques and helping people to stay in work once they have found a job.

We also run a number of small intense projects throughout the year and these are particularly useful for anyone who has been out of work for a while, or perhaps has never worked. These have included include Fast Track to Work, the WOW programme, InStall and the Pop-Up Shop project.

Giraffe House & Young People

In 2016 Creation took over the running of the Giraffe House in Burgess Park, offering a base for local community groups. The space is now filled with amazing things being done by brilliant people!

Creation funds Burgess Sports to deliver an afterschool coaching and fun physical activities and their holiday programmes benefit nearly 100 families every session. We also provide funding to local groups Inspire and the Latin American Cultural group to offer activities for young people. Between these 3 partners we provide a 5 night a week service during term times. The Southwark young advisors, a peer led mentoring project, meet once a week providing support, advice and guidance to some of the boroughs most at risk young people.

Half Pints nursery offer affordable childcare in term time. Community Cycleworks are also based downstairs and hold regular bike fix sessions in their ground floor workshop. Peckham BMX are also using the building for their meetings and social engagements.

Silver Fit use the space, offering sporting activities for people over 50, they use the upstairs function room for their tai chi and yoga classes & we are proud to provide office space for the London Amateur Boxing Association and Peckham BMX.

In 2017 we opened a dedicated vlogging room, with state of the art equipment, following on from a great pilot project that saw 3 of our participants become finalists for a nationwide competition.

Supporting Vulnerable Residents

Creation's Resident Support Programme offers in-depth one to one support to the most vulnerable residents on the estate. Vulnerable can mean anything from older people, people with disabilities, mental health issues, or those with complex family arrangements. We are able to support people through the regeneration process and make sure they find housing that suits their needs. We have recently increased the service to include residents who are in temporary accommodation.

Older People

Creation is very keen to ensure that older people on the estate feel supported in our community. We work very closely with local partners such as AgeUK Lewisham and Southwark, South London Cares and Silver Fit, to make sure that Aylesbury estate residents are able to access all their services.

We also run our own events for local over 50s, including the very popular Posh Club. We offer a weekly session with AgeUK Lewisham and Southwark, who meet every Tuesday afternoon.

Community

We have a number of projects aimed at informing and engaging residents on the estate. These include, events, publications and the Community Team. The Community team is a group of Aylesbury Estate residents employed by Creation on an occasional basis, to assist with Creation outreach, events, research, and to help inform residents about the regeneration process.

We have also carried out a number of creative projects to help people get involved in their local area and to make a visual impact. These include a film, art and creative writing projects.

About the Roles

We have secured funding from the L&Q foundation and the Big Lottery to recruit for 3 new exciting roles.

The post holders will be joining a small staff team based on and around the Aylesbury Estate.

- Resident Caseworker – Funded by Big Lottery, 2 year contract salary £18/hour, part time (21 hours per week)
- Benefits Advisor – Funded by Big Lottery, 2 year contract salary £24/hour, part time (7 hours per week)
- Project Assistant – Funded by the L&Q foundation, 1 year contract £14/hour, (21 hours a week)

Resident Caseworker

JOB DESCRIPTION

Post:	Resident Caseworker
Reports to:	Communications and Engagement manager
Responsible for:	n/a
Pay range:	£18/hour, being part time £19, 656 per annum
Hours:	Part time/21 hours per week
Holidays:	15 days (25 pro rata)
Pension	Opportunity to join work-based pension with matched contribution of up to 6%
Duration:	2 years
Place of work:	The Cabin, 1 Beaconsfield Rd, SE17 2EN, and other Creation Trust Offices

Main Purpose of Job

- To promote the wellbeing of vulnerable residents i.e. residents in temporary accommodation, older persons, families and youths and to identify and respond to their support needs.
- To work effectively with partners and multi-agency networks to promote and provide effective support to residents.
- To ensure that vulnerable people on the estate are informed about aspects of the regeneration programme and targeted assistance available to them.
- To provide casework support to residents affected by the regeneration and changes in legislation.

Key Accountabilities

1. Disseminating information to vulnerable people about the regeneration of the estate and how to respond to issues that impact upon them due to the regeneration or social, economic or health issues.
2. Supporting the collection and maintenance of information on vulnerable residents in line with data protection and safeguarding requirements.
3. Promoting and marketing the Creation Trust activities and support services to vulnerable residents including referral to services provided by colleagues as appropriate.
4. Ensuring that appropriate systems are in place to safeguard the health and safety of residents and employees.
5. Developing and delivering activities to increase the engagement of vulnerable residents in community events and services. Including supporting with programme outreach.

6. Supporting staff, contractors and volunteers as appropriate to contribute to the successful development and delivery of Trust objectives.
7. Developing effective of partnerships with other agencies, community groups and stakeholders to enable the provision of information, guidance, advice and access to wider opportunities to residents around reducing worklessness, improving health, well-being and educational attainment.
8. Actively engaging with community cultural organisations based on the estate to promote and signpost services to vulnerable residents.
9. Maintaining up to date knowledge on policy issues affecting residents in social housing.
10. Representing the Trust with external bodies as required and promoting the Trust internally and externally, developing a positive external image.
11. Undertaking any other duties commensurate with the role that may be necessary to meet business needs. This may include attending evening meetings from time to time.

Appointment will be subject to satisfactory pre-employment checks including a CRB check & 3 months probationary period

PERSON SPECIFICATION – RESIDENT CASEWORKER

Knowledge and Experience	Assessment Method
Essential - Previous relevant experience of providing services to vulnerable people.	Application/Interview
Desirable - Experience of Estate regeneration programmes and an understanding of the issues affecting vulnerable people	Application/Interview
Essential - Demonstrable knowledge and experience of casework including some understanding of the benefits system	Application/Interview/Assessment
Skills	
Essential - Organising and planning skills with the ability to handle a busy workload and manage conflicting priorities	Application/Interview
Essential - Good communication skills with the ability use a range of communication tools with a wide audience	Application/Assessment
Essential - Good interpersonal skills with the ability to	Interview

manage conflict and to form and maintain good working relationships at all levels internally and externally. With a non-judgemental attitude.	
Essential - Sound level of IT proficiency including knowledge of Microsoft products	Application
Essential - Results orientated with the ability to solve problems and make analytical judgements and decisions in the context of organisational issues and the housing legislative framework	Application/Interview/Assessment
Personal Qualities	
Essential - Committed to the values of the Trust including understanding equality of opportunity and valuing diversity	Application/Interview
Essential - Enthusiastic, flexible and reliable	Interview
Essential - Political astuteness with the commitment and ability to understand diverse interests and the dynamics between them	Interview
Essential - Empowers and works collaboratively, facilitating others contributions, and being committed to working with others to achieve results.	Interview

If you would like to apply for this post, please submit your CV and a supporting statement of no more than 2 sides of A4 in length outlining how you meet the Knowledge and Experience; Skills; and Personal Qualities of the Person Specification.

Please send your CV & supporting statement as one document, with the subject **RESIDENT CASEWORKER** to info@creationtrust.org

Please also complete the Equalities Monitoring.

Application Deadline: 12 Noon Wednesday 13th February 2019

Interviews will take place on the 21st of February. We are only able to contact short listed candidates

Benefits Advisor

JOB DESCRIPTION

Post:	Benefits Advisor
Reports to:	Communications and Engagement manager
Responsible for:	n/a
Pay range:	£24/hour, part time
Hours:	Part time/7 hours per week
Holidays:	5 days (25 pro rata)
Pension	Opportunity to join work-based pension with matched contribution of up to 6%
Duration:	2 years
Place of work:	The Cabin, 1 Beaconsfield Rd, SE17 2EN & other Creation Trust offices

Main Purpose of Job

- To provide a professional and proficient benefits, money management and debt management advice and information service to residents to enable them maximise their income and prevent rent arrears and other debts.

Key Accountabilities

1. Providing advice, information and support to residents on all aspects of money management including benefits, welfare and debt advice.
2. Support and empowering residents to manage their own benefits and debts and take the necessary steps to afford future financial crisis,
3. Offering an effective benefits and budgeting advice service to enable residents to maximise their income and promote financial capability and independence.
4. Managing referrals from colleagues who signpost residents accessing worklessness or regeneration services.
5. Advising residents on actions that can be taken to minimise rent arrears and to avoid escalation.
6. Maintaining up to date records and file notes of all resident contact including action taken.

7. Maintaining up to date knowledge on policy, benefit and welfare reform issues affecting residents in social housing and providing in-house training to colleagues.
8. Raise the benefits of energy efficiency and making changes to behaviour and lifestyle in order to reduce the likelihood of fuel poverty.
9. Undertaking any other duties commensurate with the role that may be necessary to meet business needs. This may include attending evening meetings from time to time.

Appointment will be subject to satisfactory pre-employment checks including a CRB check & a 3 month probationary period

Key relationships:

- London Borough of Southwark
- Existing partners
- Residents, Leaseholders, and all customers of the Aylesbury Estate/SE17

PERSON SPECIFICATION – BENEFITS ADVISOR

Knowledge and Experience	Assessment Method
Essential - Comprehensive up to date knowledge of welfare rights and benefits issues, with experience of providing advice and information to others.	Application/Interview
Essential - Experience of providing debt management and basic budgeting advice.	Application/Interview
Essential - Experience of work related to providing services and support to socially or financially excluded communities.	Application/Interview
Desirable - Relevant qualification in welfare and benefits rights or debt management	Application
Skills	
Essential - Organising and planning skills with the ability to handle a busy workload, and manage conflicting priorities	Application/Interview
Essential - Good communication skills with the ability use a range of communication tools with a wide audience	Application/Assessment
Essential - Good interpersonal skills with the ability to form and maintain good working relationships at all levels internally and externally	Interview

Essential - Sound level of IT proficiency including knowledge of Microsoft products with the ability to carry our administrative tasks to a high level of accuracy and quality	Application
Essential - Results orientated with the ability to solve problems and make analytical judgements and decisions in the context of organisational issues and the welfare benefits framework	Application/Interview/Assessment
Personal Qualities	
Essential - Committed to the values of the Trust including understanding equality of opportunity and valuing diversity	Application/Interview
Essential - Enthusiastic, flexible and reliable	Interview
Essential -Political astuteness with the commitment and ability to understand diverse interests and the dynamics between them	Interview
Essential - Empowers and works collaboratively, facilitating others contributions, and being committed to working with others to achieve results.	Interview

If you would like to apply for this post, please submit your CV and a supporting statement of no more than 2 sides of A4 in length outlining how you meet the Knowledge and Experience; Skills; and Personal Qualities of the Person Specification.

Please send your CV & supporting statement as one document, with the subject **BENEFITS ADVISOR** to info@creationtrust.org

Please also complete the Equalities Monitoring.

Application Deadline: 12 Noon Wednesday 13th February 2019

Interviews will be on the 20th of February. We are only able to contact shortlisted candidates

Project Assistant

JOB DESCRIPTION

Post:	Project Assistant
Reports to:	Project Co-ordinator (Off the Blocks)
Responsible for:	Community Coaches/Workshops
Pay range:	£14/hour being £15,288 per annum
Hours:	Part time/21 hours per week
Holidays:	15 days (25 pro rata)
Pension	Opportunity to join work based pension with matched contribution of up to 6%
Duration:	1 year
Place of work:	The Giraffe House, 285 Albany Rd, SE5 and other Creation buildings in and around SE17

The Project –is a one year funded programme supported by L&Q Housing association. Creation Trust has previously established resident support and employment programmes to ensure residents are helped through and receive the benefits of the regeneration of the Aylesbury Estate.

This new project will help support residents to remain in work. We will offer training in Money Management, Health and Well-Being and provide opportunities for them to become more active in their communities. The project assistant will help with the delivery of community based events and training tailored to the needs of the residents.

Main Purpose of Job

As part of the L&Q Place Makers Fund, the Project Assistant will support the Project Co-ordinator in delivering the project for residents living on the Aylesbury Estate, and the immediate surrounding area, and will undertake a range of duties designed to develop, maintain, and promote the service. This will also include some coordinating and support for Community Coaches & some evening and week-end work for which time off in lieu will be given

Main Purpose of Job:

- To contribute to the delivery and reporting on frontline operational delivery services for the Off the Blocks Project
- To provide full administrative project support for residents seeking training, education and development opportunities
- To update client interventions on the Creation Database and identify interventions that meet their individual need
- To maintain client files and ensure the orderly maintenance of the same
- To assist in the recruitment of clients using a variety of marketing and recruitment techniques in order to ensure maximum take up of the programme

Key Accountabilities

1. Opening and closing the Creation Training Centres, providing centre management administrative support including processing paperwork, maintaining

clients' records, and dealing with visitors and external contractors as appropriate.

2. Assisting in the maintenance of a database of residents by maintaining accurate records and identifying interventions that meet individual and group needs.
3. Contributing to the promotion, monitoring and reporting on outcomes and ensuring workshops costs are spent and project objectives are met within agreed budgets
4. Supporting all delivery and facilitation of Worklessness Projects including working in partnership with external providers where appropriate
5. Contributing to the development of the workshops and activities for residents.
6. Supporting the administrative needs of any contracting, tendering, recruitment and other activities needed for the successful delivery of projects in line with agreed frameworks and policies
7. Supporting staff, contractors and volunteers as appropriate to contribute to the development and delivery of Worklessness related projects.
8. Signposting residents participating on the Project as appropriate to sources of information, support and advice within Creation Trust to enable them to meet their goals on aspects of their lives, i.e. regeneration support, benefits advice etc., and externally as appropriate.
9. Undertaking any other duties commensurate with the role that may be necessary to meet business needs including supporting the Project Co-ordinator. This will include attending weekend and evening meetings from time to time.

Appointment will be subject to satisfactory pre-employment checks including a DBS check & 2 month probationary period

Key relationships:

- London Borough of Southwark
- London & Quadrant
- Existing partners
- Residents, Leaseholders, and all customers of the Aylesbury Estate/SE17 and the immediate surrounding area
- Members of the Board of Trustees, sub-group/committee members, staff, volunteers

PERSON SPECIFICATION – PROJECT ASSISTANT

Knowledge and Experience	Assessment Method
Minimum 2 years previous relevant experience in the Welfare to Work and/or training sector and not for profit or statutory sector working with a range of stakeholders E	Application/Interview
Multi-project and Programme support, including planning, facilitation and delivery of projects E	Application/Interview

Centre reception/administration E	Application/Interview/ Assessment
Providing support for the recruitment of clients and related marketing activities E	Application/Interview
Knowledge and understanding of barriers facing people from disadvantaged backgrounds and experience of working with them to achieve positive individual outcomes E	Application/Interview/ Assessment
Experience of working in a career development/placement support environment D	Application/Interview

Skills	
Organising and planning skills with the ability to handle a busy workload well E	Application/Interview/ Assessment
Good level of English grammar and numeracy E	Application/Assessment
Effective communication and interpersonal skills with the ability to adapt style and content to different audiences E	Application/ Assessment
Proficient in the use of databases and Microsoft packages including Outlook, Publisher, Excel, Word and PowerPoint E	Application/Assessment
Ability to manage, develop and motivate others to support the achievement of results E	Application/Interview
Strong persuading and influencing skills with the ability to gain commitment and support D	Application/Interview
Ability to speak another European language in addition to English D	Application/Assessment

Personal Qualities	
Committed to the values of the Trust including understanding equality of opportunity and valuing diversity E	Application/Interview
Enthusiastic, flexible and reliable E	Application/Interview
Creative and innovative with the ability to take the initiative to achieve results E	Application/Interview
Works collaboratively, facilitating others contributions, and being committed to working with others to achieve	Application/Interview

results E	
Political astuteness with the commitment and ability to understand diverse interests and the dynamics between them D	Application/Interview

D=Desirable

E=Essential

If you would like to apply for this post, please submit your CV and a supporting statement of no more than 2 sides of A4 in length outlining how you meet the Knowledge and Experience; Skills; and Personal Qualities of the Person Specification.

Please send your CV & supporting statement as one document, with the subject **Project Assistant** to info@creationtrust.org

Please also complete the Equalities Monitoring.

Application Deadline: 12 Noon Wednesday 13th February 2019

Interviews will take place on the 25th of February. We are only able to contact shortlisted candidates