



Candidate Pack

Becoming part of CGA

community
gateway

Thank you for your interest in joining us.

About this pack

This pack is designed to help you get a feel for what it's like to work here, find out what we are looking for, explain the recruitment process and help you decide whether you can see yourself as part of our amazing team. Each section is crammed full of tips to help you make a great application, so please take the time to read it thoroughly.

Why join us?

At Community Gateway (and our subsidiary Preston Vocational Centre), we have a diverse group of people who bring their own unique skills, experience and personal qualities to our organisation and who work together to deliver our vision. Our people are the key to delivering outstanding service to our tenants.



We bring the team together throughout the year for celebratory events such as our Colleague Conference and Festive Lunch.



“

I initially started at Community Gateway as an IT Apprentice. After learning new skills, gaining experience and achieving my qualification, I worked on the IT Helpdesk supporting colleagues across the organisation. After further training and development I was successful in securing the role of IT User Support Manager and I am thrilled.

Rowan Gill - IT User Support Manager

”

CGA in a nutshell

Community Gateway Association is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities. We are tenant-led, community focussed and pride ourselves on delivering high quality services.

We provide so much more than a roof for our tenants. Our services include:

- Investing in improving the quality of homes
- Delivering a reliable and good quality repairs and maintenance service
- Building new homes for affordable rent and shared ownership
- Ensuring neighbourhoods and green spaces are well maintained, clean and safe places to live
- Tackling anti-social behaviour and dealing with neighbourhood issues
- Providing tenancy advice and support
- Delivering a benefit support service to maximise the income of our tenants
- Providing a range of opportunities for tenants to have their say and get involved in shaping our services
- Support for community groups and local partners to deliver their services for the benefit of our tenants
- Dedicated support for older people to live independently in their own homes with activities to tackle social isolation and loneliness
- Access to a lifeline service with emergency monitoring and response for older people
- Extra Care Scheme for older people who want to live independently in their own home with access to an on-site 24-hour care package when it's needed
- Dedicated support for those who find themselves homeless or at risk of becoming homeless

1

We were the first housing association to be based on the Community Gateway Model.

2

CGA was created following the transfer of housing stock from Preston City Council in November 2005.

3

Our head office is situated on Preston Docks, with great links to all major road networks.

4

We are proud to be a Living Wage Employer!

5

We are proud of our role as the largest landlord and an important anchor Institution in Preston.

6

Tenants influence the way we deliver our services, where we invest our money and shape our priorities.

Our values and culture

Each and every one of our colleagues live and breathe our values. They are an important part of our ethos as an organisation, and drive the behaviours that we expect from colleagues.

CGA people come from all different walks of life, and it's this mix of brilliant personalities, experiences and insights that give us that friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are five things we've all got in common - and they are the CGA values.

Created by our own employees to reflect some of the personal traits CGA people have, our values are the key to what makes our culture unique, they're a reflection of who each of us are and they're embedded in everything we do.

“I wake up in the morning and I actually look forward to coming into work because of the amazing atmosphere and the really friendly work colleagues I have.”

Asif Ibrahim - Receptionist and Certified Smile Maker



WE PUT TENANTS AT THE HEART OF ALL WE DO

We know, value and respect our tenants, and work with them to make a difference.



WE DO THE RIGHT THING

We act with honesty and integrity, we ask questions and think differently, and do the things that matter.



WE ARE ONE TEAM

We value and support each other, build positive relationships, and work together to achieve more.



WE OWN IT

We take responsibility for our own actions and we deliver on our promises.



WE AIM HIGH

We are creative and resourceful, constantly seeking improvements to achieve the highest possible standards.

Employee benefits



BIRTHDAY LEAVE

Birthdays are special, so we give colleagues the day off!



HOLIDAYS

Minimum of 25 days increasing to 30 days (plus Bank Holidays) + option to buy additional annual leave.



EXCLUSIVE DISCOUNTS

Colleagues have instant access to discounts with high street retailers, supermarkets and much more!



RECOGNITION SCHEME

We recognise our colleagues' efforts by providing a range of e-cards so colleagues can be personally thanked for their hard work and contribution. We also have a cashback app.



CHRISTMAS CLOSURE

We close our offices at Christmas, whilst still maintaining a service for all customers.

EMPLOYEE ASSISTANCE PROGRAMME

Free confidential counselling and support service to assist in areas including financial matters, relationship and legal issues.



HEALTH CASH PLAN

Colleagues can claim money back on a variety of health and wellbeing treatments including dental, optical, physiotherapy, counselling and prescriptions.



LEARNING & DEVELOPMENT OPPORTUNITIES

Including professional qualification sponsorship and job shadowing.



SPECIAL EVENTS

Health and wellbeing days, and celebration events for our successes.



HEALTH CARE

Free flu vaccinations and colleague health checks.



PENSION SCHEME

Defined contribution with up to 8% company contribution and 3x death in service benefit.



EMPLOYEE SAVINGS SCHEME

Colleagues can put money aside each month for 10 months to save for something special.



SUPPORT

Mental health and wellbeing support on offer including Mental Health First Aiders.



ENHANCED SPECIAL LEAVE PAYMENTS

Maternity, paternity, adoption and fertility treatment, and company sick pay.



DISCOUNTED GYM MEMBERSHIP



CREDIT UNION - SAVINGS AND LOANS

We offer our colleagues' savings and loans schemes, and signpost to debt advisors.



CYCLE TO WORK SCHEME



FREE PARKING

Top tips for a great application

Follow these tips to make your application stand out for the right reasons.

Read all the information

We recommend that you start off by reading the job description and person specification. The person specification lists all the things that we think are essential to the job, so it is important that you are able to say 'yes I've got most of those' before you spend time and effort on completing your application form. Note that we said 'most' – if you don't tick them all, please don't be put off applying! We like to develop our people, so there might be areas that we can work with you on.

Tell us why we should interview you

Every job has assessment questions. You will be asked to tell us how you have demonstrated our values in your previous job roles or other areas of your life. It's a good idea to take another look at the values before you answer this question. We are looking to find out whether you will be a good fit for us, so be honest and be yourself. Let your personality shine through!

Assessment questions might be specific to the role, or you might be asked a more general question about how you meet the skills, experience and qualities listed on the job description and person specification. Along with your CV, these answers are used to make a decision about whether we will interview you, so make it count!

Review your CV

For most of our jobs we ask for a CV alongside a brief application form. Make sure your CV is up to date (including your current or most recent employer) and relevant to the job you are applying for. For jobs where safeguarding is vitally important - for example at Preston Vocational Centre - we might need more information from you regarding your employment history.



“You're made to feel valued and the company really cares about their employees.”

Chris Turner - Multi-Skilled Technician

Diversity

Diversity, inclusion and belonging is really important to us. Having people from a range of backgrounds, with different experiences and viewpoints working for us helps us to better understand the needs of our tenants. Colleagues who can speak a second language, or even a third one are a real bonus.

We do ask for some information about you, specifically around your ethnicity and whether you have a disability. The reason for this is that we offer a guaranteed interview for applicants who are from an ethnic minority group or who have a disability and meet our minimum criteria for the role.

We do this to break down barriers for people who are underrepresented in our organisation, or the world of work more generally, but we always recruit the person we think is best for the job.

If you have a disability and need any adjustments to help you with an interview, then let us know and we will be happy to work with you to find out more about what you need. Examples could include extra time for an assessment, coloured paper or overlays for a computer screen, sight of the interview questions beforehand or, bringing a support worker with you.

Got any questions?

When will I hear from you about whether I have been shortlisted for an interview?

The closing date will be stated on the job advert. Once that date has passed we will review all the applications and carry out shortlisting. If you are successful in getting an interview we will be in touch as soon as we can. We do try to put the interview dates on the advert where possible.

If I get invited to an interview what do I need to know?

You will receive an invitation to interview, usually by email. You may be allocated a time slot, but where possible we let you choose your own from the dates and times we have available. You will receive a confirmation email containing everything you need to know.

When will you contact my references?

We will only contact references if you have been offered the job, never before, and only after you have given us your permission to do so.

How can I contact you if I have any questions?

Our People Services team will be happy to answer your questions. Drop us a line at peopleservices@communitygateway.co.uk



Chat to us
0800 953 0213

community
gateway