



Information Recruitment Pack

wandle

Welcome

Thank you for your interest in joining Wandle.

I hope that after reading our information pack you will decide to apply. The pack, together with additional information available on our website, will tell you about Wandle, where we have come from, what we have achieved to date and our future plans.

Wandle has a proud history of providing homes in south London. We started in 1967 and now have over 7,500 homes in nine south London boroughs.

My commitment for Wandle is for us to be led by our customers, continuing to improve the services we provide. It is important that we invest in homes for our customers, alongside increasing the number of new homes available for those still in need.

We can't achieve all this without our people. I'm proud to lead our people to be their very best, creating a place where individuals can be their selves and grow, achieving great outcomes for our customers.

It's an exciting time to join us - there's a real opportunity to make your mark and contribute towards our ambitious plans.



Yours sincerely,

A handwritten signature in black ink, which appears to read 'Anne Waterhouse'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Anne Waterhouse
Chief Executive

Who we are

Within our Corporate Strategy to 2025 we have set ourselves three strategic themes to support the delivery of our purpose.



Our purpose

Supporting people, across south London, who need a home



Our vision

Providing homes to be proud of and services you can trust

We have faced significant challenges and are proud of the resilience we have shown. Our strategy clearly sets out our direction of travel, showing the key activities and impacts on performance so we can hold ourselves more accountable - and our customers can better hold us to account.

**2022-2025
Strategic Themes**

Outcomes for customers that make us proud

Providing homes we would be happy to live in

Building new homes and successful communities

**2022-2025
Enabling Objectives**

An employer of choice

Maintaining our financial resilience

A well governed organisation

The strategic themes are the areas that will receive significant focus and drive. These are underpinned by our three enabling objectives - critical activities without which we will not be able to deliver our themes.

At Wandle, our values are statements of what we stand for and what we expect from our people.

They are a reminder of the promises we make to our residents

Aim high



We are ambitious for ourselves and each other and celebrate and share in success, as well as being relentless in the quest for improvements.

Own it



We take individual and collective responsibility for our actions, and we are honest when things don't go right.

Think customer



We believe the experience of our customers is everything and that the customer will always be at the forefront of our minds.

Work together



We share insights, knowledge, and experiences to improve the way we work.

Build relationships



We recognise that every person is unique and reflect this in the collaborative relationships.



Life at Wandle

Wandle is changing day by day so there has never been a more exciting time to join us. We have many reasons to feel optimistic about the future.

We need can-do, customer-focused individuals to help shape our future and keep changing our residents' lives for the better. Here are some of the best reasons to join us...

[Investing in our people](#)

We ensure we invest in our people and that they have the skills and tools to do their roles to the best of their abilities, in 2022 the focus is on developing our skills in customer service and leadership.

We offer a wide range of training and development opportunities to help you grow and reach your potential. With so much change and improvement, there is certainly plenty of freedom here to explore new ideas.

[Equality, Diversity and Inclusion \(EDI\)](#)

EDI is central to the way we work. We aim to reflect the diverse communities that we operate in. Our EDI Steering Group promotes equality of opportunities and inclusion.

Join us and you can be sure that the services you are helping deliver are built around the demands of the diverse communities we have.

[Wellbeing](#)

Our people's health and wellbeing are a primary goal.

We take an holistic approach and support mental, financial, physical, emotional and spiritual wellbeing.

[Leadership](#)

Our leaders are committed to listening, empowering and encouraging our people to deliver consistently good, value for money customer focussed services. Our leadership charter sets out the key attributes we expect from leaders to inspire and motivate our people.

We are governed by a Board, with committees looking at Asset Investment, People, Audit and Risk, and Customer Experience.

Wandle is headed by our chief executive, supported by four executive directors.

[Where we work](#)

Wandle is active in nine south London boroughs: Lewisham, Croydon, Bromley, Southwark, Wandsworth, Lambeth, Kingston, Sutton and Merton.

Our central London office, located on Blackfriars Road in is conveniently located near London Blackfriars Station for National Rail and London Underground services.

[Our proud history](#)

For over 55 years we have demonstrated a strong track record in providing new homes and services and we remain committed to our core purpose: Supporting people, across south London, who need a home. But we are also looking to the future.

Putting a roof over a family's head is a life-changing thing - it's vital work and it's been our bread and butter for 55 years.

[More than just a landlord](#)

We believe that we can make a real difference in the communities we serve.

It's why we're proud members of Placeshapers - a group of housing associations shaping communities around shared values, and Homes for Cathy - campaigning against homelessness. We have also been accredited by the Domestic Abuse Housing Alliance (DAHA) for our commitment to supporting those enduring domestic abuse.

Our Customer Engagement team delivers a range of projects designed to help those in our community to - from digital inclusion to money matters and opportunities for schoolchildren.

We also support hundreds of residents through the Helping Hand Fund, by providing vouchers to buy food and other household items from supermarkets, furniture, essential white goods and technology.



As well as a competitive reward package we offer nice perks that can be tailored to suit you

Benefits

- ✓ Enjoy 29 days annual leave plus public holidays rising to a maximum of 32 days after seven years of employment. You can also buy and sell annual leave when needed.
- ✓ 4 times salary life cover.
- ✓ A defined contribution pension scheme with matched employer contributions of 4-6%.
- ✓ 75% of salary income protection to give you a peace of mind when you are sick for a length of time and your salary is affected due to ill health.

Perks

- ✓ Flexible working.
- ✓ An organisation wide performance related bonus scheme.
- ✓ Our Employee Assistance Programme (EAP) with BUPA and Canada Life (WeCare) provides access to professional mental health, financial, legal counselling, 24/7 GP Consultation and much more.
- ✓ SimplyHealth cash plan.
- ✓ Free Eye tests.
- ✓ Free flu vouchers.
- ✓ Cycle to Work scheme.
- ✓ Wandle Extras scheme provides access to high street savings and more.
- ✓ Support a nominated charity or volunteering leave.
- ✓ Mental Health First Aiders support.
- ✓ A fantastic air-conditioned modern office environment in London Blackfriars with access to some of the best views and food available.
- ✓ Free tea, coffee and chilled water.

The process

Our application process is straight forward.

We have a very strong social purpose. It is important that our employees share, not only our passion but our commitments to our customers.

Our people are Wandle - they make a difference to our customers every day, so we expect them to have the skills and behaviours to achieve our ambitions.

Our recruitment and selection process is an opportunity for you to get to know us as well as the other way round. We will make sure that we are transparent so that you have the information you need to choose us, and we will also use this opportunity to get to know you so that we too can make the right decision - it all about you and us being sure that we make a great match.

We want your experience to be positive and your feedback will help us make the improvements that are needed.

Your CV must provide us with information about why you'd like to work for us. We review applications to check you have the skills, knowledge, and experience we need for the role and aim to get back to you within two weeks of the application closing date to let you know the outcome but during the waiting time we will keep you informed of what is happening to your application even before we shortlist.

We are committed to creating a diverse and inclusive workplace and we will receive application from all backgrounds.

We aim to provide a positive experience for all our candidates, if you have any queries or concerns about any aspect of our recruitment process, please contact our HR team on humanresources@wandle.com, who will provide a response.



The process will vary slightly depending on the position but will include:

Stage 1. Assessment

This stage assesses your technical ability to do the role, your IT skills and your customer care skills. You may be asked to do a presentation to the panel on a work- related subject - this is common for our management roles.

We also carry out a personality assessment for our leadership and management roles. We will always let you know ahead of time what the assessment will entail so you can prepare.

Stage 2. Panel interview

Our preferred method is for in-person panel interviews but there are times when a virtual interview will be the best option and again, we will let you know in good time.

The panel will usually consist of two to three members who will in turn ask you questions. Your potential manager will normally chair the panel.

This is an opportunity for us to get to know what you would bring to the role - what is your motivation for joining Wandle, what skills do you bring and how do they align to our aspirations, your experience and you as a person and how you fit in with our Values and Behaviours. You will also have an opportunity to ask us questions.

For some positions we may invite you to attend another interview. Depending on the role, we may ask you to meet our customers and other employees as part of the selection process

We may in some instances also arrange for you to meet some of your potential colleagues so that you can ask questions about the role and about Wandle.

Offer

We make conditional offer of appointment to the person we feel is the best fit for the role subject to satisfactory completion of pre-employment checks

Once all pre-employment checks have been satisfactorily completed, we will confirm appointment with a full written contract of employment. We will keep in touch before your first day so we can plan for your induction.

Candidates who are not successful will be given feedback, and if there's another position that we think would be a better match, we'll let you know. If you are not successful, we will also ask if we can include you in our Talent Pool for any future roles.



Selection process hints and tips

Applying for a job with us could be the start of your career at Wandle and we'll do everything we can to make sure it's a positive experience.

Here are some hints and tips to support you through the process:

- **Your application introduces you to us, so take some time to reflect on the skills, knowledge and experience that you could bring to the role.** There is a job profile provided with each vacancy that describes what we're looking for in our new employee.
- **It's important you take the time to prepare as strong an application as possible, so you stand out from the other candidates**, as we often receive many applications for each position. We shortlist applications using the knowledge, skills, and experience listed in the job description, so make sure these are clearly stated in your CV alongside your employment history and work experience. For some positions we require specific qualifications, so remember to include these. We may ask for copies of these qualifications at interview stage and definitely at appointment stage.
- **Your covering note should include information about why you would like to work at Wandle.** Use this section to tell us why you're right for the role and why Wandle is a great fit for you - what is it about our values, culture, and purpose that you identify with? You could refer to personal interests, achievements, and experiences if you feel these are relevant.

We are Disability Confident Committed, so if you have a disability then please let us know when you apply as you're guaranteed an interview with us if you meet the minimum criteria for the role as listed on the job description.

Wandle