

**Application for Employment**

**Operations Manager**

**(Full time, permanent post)**

**August 2025**

**CONFIDENTIAL**

Application for Employment

(Applications must be clearly written in black ink or typed)

**Operations Manager**

**(Full time, permanent)**

The response boxes in this application form will automatically increase to accommodate your responses.

|  |  |
| --- | --- |
| **Personal Details** | |
| Initial(s) |  |
| Surname |  |
| Address |  |
| National Insurance number |  |
| Home telephone number |  |
| Mobile telephone number |  |
| Work telephone number |  |
| Can we contact you at work? | Yes/No |
| Email address |  |

The information that you provide in this application form will enable us to decide whether to select you for interview. It will be retained for a period outlined in the Association’s General Data Protection Regulations policy, currently six months for job application forms, unless you request it be removed sooner.

A copy of the Association’s privacy policy can be found on our website or by contacting the Association’s office.

All questions must be answered. Whilst some sections may not be relevant to you personally, you should complete the form as fully and accurately as possible to enable your application be given full consideration; where a question or section is not applicable, then please state this rather than leave it blank.

CVs will not be accepted unless providing additional information in support of your application.

Cernach Housing Association is an Investor in People Platinum employer.

The Association operates a dress code requiring staff to dress in a neat, tidy and businesslike fashion at all times. Staff have the option of corporate business wear which, if taken, should be worn at all times.

Cernach Housing Association operates an equality and diversity policy and strives to ensure that all people, group(s) of people or organisation(s) who deal with the Association in any way or who require a service, assistance or advice from the Association, or who is employed by (or serves) the Association in any capacity, are treated equally. In particular, we have a zero tolerance approach to discrimination, whether direct or indirect, of any person or group of individuals on the basis of:

* Age
* Disability
* Marriage and civil partnership
* Pregnancy and maternity
* Race
* Religion or belief
* Sex
* Gender reassignment
* Sexual orientation

These are the nine “protected characteristics” outlined in the Equality Act 2010.

If you require this application form in an alternative format such as larger font or an audio format, please contact the Association. If selected for interview, we will accommodate any requirements you may have in relation to access or communication.

Education

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

Secondary School Education

|  |  |
| --- | --- |
| **Qualifications obtained** | **Please state level of pass/grade** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Further/Higher Education**

|  |  |  |
| --- | --- | --- |
| **Name of College/University** | **Course of study** | **Grade/result** |
|  |  |  |
|  |  |  |
|  |  |  |

**Member of Professional Bodies**

|  |  |
| --- | --- |
| **Name of professional body** | **Membership category/grade** |
|  |  |
|  |  |

**Job-related training courses**

Please list any training/short courses you have taken that you consider to be relevant to the post of Operations Manager

|  |  |
| --- | --- |
| **Course** | **Details** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

Employment history

Please give details of past and present work. This can be paid work, voluntary work or work from home. Start with the most recent. (Please account for entire career history including career breaks).

|  |  |
| --- | --- |
| **Current or most recent employment** | |
| Name and address of employer |  |
| Start date |  |
| End date |  |
| Salary |  |
| Reason for leaving |  |
| Position held |  |
| Key duties |  |
| **Previous employment (please insert additional rows as necessary)** | |
| Name and address of employer |  |
| Start and end dates |  |
| End date |  |
| Salary |  |
| Reason for leaving |  |
| Position held |  |
| Key duties |  |
|  | |
| Name and address of employer |  |
| Start date |  |
| End date |  |
| Salary |  |
| Reason for leaving |  |
| Position held |  |
| Key duties |  |

Information in support of your application

Please outline below the skills you feel you would bring to this post

Please use the space below to tell us why you have applied for this post, the qualities you could bring to it, and any other information you consider relevant to your application.

|  |
| --- |
|  |

Further information relevant to your application

We wish to compare your experience, skills and knowledge with the requirements of the post. You should therefore demonstrate and evidence how you satisfy each requirement, providing examples where applicable. The examples/evidence do not have to be from paid work, but can be from other experience.

The selection panel will not consider candidates who do not meet all of the essential requirements, therefore please complete all sections.

The boxes will expand as you type and please continue on separate sheets as required.

\*”E” denotes an essential requirement and “D” denotes one that is desirable.

| **Requirement**  (Skills, abilities, experience required) | **\*E/D?** | **Compliance**  (how you consider you meet the  requirement, with examples) |
| --- | --- | --- |
| Working knowledge of maintenance standards - tenant health and safety and asset management | E |  |
| Working knowledge of key issues and current good practice within the housing management and welfare reform sectors | E |  |
| Working knowledge and understanding of building and housing regulations, legislation and compliance requirements | E |  |
| Strong leadership skills with the confidence to manage team performance, lead, motivate and empower staff | E |  |
| Experience of budget setting and monitoring, taking remedial action when appropriate | E |  |
| Ability to take a  risk-based approach to prioritising conflicting tasks within a busy team | E |  |
| Experience of writing policies, strategies and reports | E |  |
| Excellent communication skills, including public speaking; with the ability to communicate sensitively and effectively to your audience | E |  |
| Well-developed ICT skills with ability to adapt to new ICT systems | E |  |
| Ability to attend regular evening Committee meetings or otherwise work out of hours when required | E |  |
| Experience of servicing a governing body or sub-Committee | D |  |
| Experience of contributing to a senior leadership team in setting the strategic direction and goals | D |  |
| Detailed knowledge of the Government’s program of welfare reform and a clear understanding of the risks this poses to the Association | D |  |
| Experience of working collaboratively with external partners and stakeholders to achieve organisational goals | D |  |
| Experience of delivering alternative funding streams e.g. aids and adaptations, tenancy sustainment and energy efficiency. | D |  |
| Knowledge of procuring and achieving value for money in contracts | D |  |
| Working knowledge of factoring and best practice | D |  |
| A commitment to continuous professional development | D |  |

**Interviews** (if you are shortlisted)

Are there any restrictions on when you could attend for interview?

**Yes/No**

**If yes, please specify:**

If selected for interview would you require any special arrangements (for example, relating to access or communication)?

**Yes/No**

**If yes, please specify:**

The Association is Positive about Disabled People and operates a job interview guarantee scheme. This means that if you have a disability and meet the minimum requirements outlined within the job description, you will be guaranteed an interview. However, some disabled people prefer not to take this option, so please select your preference if you are a disabled candidate. The definition of disability is outlined on the attached Equality Information form.

Do you wish to participate in the job interview guarantee scheme?

**Yes/No or not applicable**

**References**

Please give the contact details of two referees, at least one of which must be your present or most recent employer. Referees will **not** be contacted prior to interview.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | Name |  | 2. | Name |  |
|  | Address |  |  | Address |  |
|  | Postcode |  |  | Postcode |  |
|  | Tel. No. |  |  | Tel. No. |  |
|  | E-mail address |  |  | E-mail address |  |
|  | Occupation/ Position held |  |  | Occupation/ Position held |  |

**General information and declaration**

|  |  |
| --- | --- |
| How soon after a job offer would you be able to start? |  |
| If you are related to any employee or Committee member of Cernach Housing  Association or anyone who has been employed as a staff member or has served on the Management Committee in the last twelve months, please provide details of the name  and relationship. (If not applicable, then please state this). | |
| Do you have any other commitments which make demands upon your time or any business connection which has potential to represent a conflict of interest with the job you are applying for?  Please answer “yes” or “no”. If you answer “yes”, please provide details. | |

**The Asylum and Immigration Act 1996**

The Asylum and Immigration Act 1996 makes it an offence to employ anyone who is not entitled to live and work in the UK. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK. Appropriate documentation may include the following: -

1. Original of your current passport **or**
2. Birth certificate/marriage certificate **and** a document detailing your national insurance number - this could be a letter from Her Majesty’s Revenue & Customs, the Benefits Agency, a P45, a P60 or National Insurance Card.

**Rehabilitation of Offenders Act 1974 and Criminal Conviction(s)**

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer.

If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

**Canvassing**

Please note that canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment, we may invoke disciplinary action that could lead to your dismissal.

**Declaration**

I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Completed applications**

When completed your application forms should be marked **Private & Confidential** and

emailed to: recruitment@cernachha.co.uk the closing date of Thursday 11 September 2025 at 12 noon.

If you require any further information on this post, please contact Paula Baylis by email to paula@cernachha.co.uk

If you are short listed for interview, you will be asked to sign your application form at a later stage.

**The closing date for applications is** **Thursday 11 September at 12 noon.**

**You will be contacted by email by close of business on Monday 15 September 2025 if you are selected for interview.**

**Interviews are planned for Tuesday 23 September 2025**