



**THORNER'S HOMES
ALMSHOUSES**

FOUNDED IN 1690

Thorner's Homes
Management Office
135A Regents Park Road
Southampton SO15 8NT

T: 023 8063 6772
E: enquiries@thorners.org.uk
W: www.thorners.org.uk

Our Ref: VJ/Warden

Warden Information Pack

Thank you for your interest in the warden position with us.

Enclosed, you will find the job description, person specification, and an application form. For more information about our charity, please visit our website at www.thorners.org.uk. If you wish to move forward with your application, please complete the attached form and return it to us as soon as possible. There is no set deadline for applications, and we will proceed with recruitment once a suitable candidate is found. Please email your completed form to enquiries@thorners.org.uk. If you are unable to email your form, please contact us at 023 8063 6772 to make alternative arrangements. Should you choose to hand deliver the form, please use the letterbox if we are not in.

We look forward to hearing from you.

Kind regards

Yours faithfully

Mrs Vicky Joynes MRICS
Chief Executive



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Position:	Warden
Context:	Thorner's Homes is an almshouse charity, providing accommodation for single women over the age of 55 and in financial need.
Reports to:	Housing Manager
Job Purpose:	<ul style="list-style-type: none"> • To work as a member of a team of wardens who cover our sheltered almshouse schemes in Southampton. • To help residents to maintain their well-being and independence to ensure the effective delivery of high quality, safe and value for money, housing support services that meet their identified needs and our organisational objectives. • To ensure the Thorner's properties, and the surrounding environment is safe and secure; conducive for effective resident engagement and independent living and also encourage cohesive neighbour and community relations. • To ensure health and safety and property maintenance standards are met.
Location:	Southampton
Specification:	<ul style="list-style-type: none"> • Have a good understanding of property issues, a basic knowledge of building maintenance, housing management and health and safety. • Experience of residential lettings, property management and social housing. • Methodical and organised with good written and verbal communication skills. • Accurate, with good attention to detail. • Computer literate - Ability to use IT systems on different platforms, such as PC, laptop and iPad. • Ability to use computerised systems including word processing, email, spread sheets and databases and web-based software. • Full driving licence and to have use of own vehicle, travel between sites is required. • Good at juggling tasks, using own initiative and prioritising workload. • A good team player, but also able to work in seclusion. • Ability to work independently without constant supervision is essential. • Ability to maintain confidentiality and professional boundaries, and to work on own initiative. • Ability to maintain confidentiality and work professionally in the workplace. • Ability to manage difficult situations and to use initiative. • Ability to adapt to change and undertake self-development and training. • Have good people skills. • Ability to liaise with colleagues and internal and external partners. • Be able to implement safe practice in accordance with risk assessment processes. • Ability to recognise risk and implement safeguarding procedures and refer to statutory agencies where appropriate. • Ability to work within timescales and deadlines.

	<ul style="list-style-type: none"> • A flexible working approach required to meet the needs of the charity. The rota will include covering out of hours call outs on all sites, one week in three.
Warden Role:	<p>The role will work on a three-weekly rota, along with two, already in post, wardens:</p> <ul style="list-style-type: none"> • 8am to 4pm, Monday to Friday with a 30-minute lunch break. • 10am to 6pm, Monday to Friday with a 30-minute lunch break. • 12pm to 8pm, Monday to Friday with a 30-minute lunch break. <p><i>Importantly</i>, this shift will be 'on call' with any out of hours (i.e. outside of core working hours of 8am to 8pm Mon-Fri) call outs being covered to any sites, as required. As such you must remain within 15-20 minutes of the city centre after finishing work, overnight and over the weekend/bank holidays.</p>
Duties	The following is not an exhaustive list of duties.
<p>This job delivers day-to-day assistance to our residents. The job holders will act as the specific point of contact for residents into the charity, providing information, signposting and assistance as appropriate for their needs to enable them to live independently and maintain their residency. We do not provide care.</p>	
<p>The job holder will assess individual needs to promote wellbeing and independence, working with a resident's family and appropriate external agencies.</p>	
<p>The job holder will be responsible for coordinating resident involvement in activities and events. These activities and events will need to be accessible and inclusive.</p>	
<p>The job holder will work within the organisational policies and procedures and ensure compliance with relevant legislative and regulatory requirements. This will include undertaking risk assessments in relation to individual residents, monitoring the schemes in relation to health and safety, fire safety, carrying out inspections as needed and ensuring any identified issues are dealt with robustly.</p>	
<p>The job holder will be responsible for residents, colleagues, contractors and visitors. You must co-operate with the charity in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. You will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. You will also be responsible for reporting anything that may pose a risk to the health and safety of residents, colleagues, contractors and visitors.</p>	
<p>Other duties include but are not limited to:</p>	
<p>Enabling the older residents to continue to lead independent lives and maintain their dignity by:</p> <ul style="list-style-type: none"> • Maintaining contact with the residents by using the planned weekly visitation programme and • Enabling access to assistance as may be required. • Instructing in the use of Landlord's equipment and guidance as appropriate • Responding to emergencies • Maintaining accurate up to date records • Arranging and supervising social activities 	

- Liaising with General Practitioners, Social Services, relatives and other organisations on behalf of residents.
- In the case of illness, the Warden will, if necessary, contact the relevant body. If the resident needs additional help, you will be expected to make the relevant referral for support.
- Where there are no relatives or friends living locally, the Warden will, short term where possible, help a sick resident with her shopping, collect medicine etc. until alternative arrangements can be made.

Be responsible for the supervision and security of the premises/grounds by:

- Ensuring that offices, cupboards and communal areas are locked and unlocked as directed or required. Alarms to be set where available at the end of the working day, or for prolonged periods of absence.
- All maintenance requests from residents to be actioned during the same shift. With repairs to be undertaken within our stated timescales, where able.
- Out-of-hour emergencies will require direct contact with the contractor.
- Arranging access for Contractors.
- Carrying out risk assessments and monitoring health and safety issues.
- Following charity procedures, to ensure flats are ready for new residents. Welcoming them once they have arrived, providing relevant guidance and information.
- Following charity procedures, to ensure the smooth return of vacated flats, following a resident moving out, including liaising with the resident, or their representative.
- Maintaining accurate records.
- Record the issuing or receipt of keys and fobs, when required.

All staff are required to observe the Charity's Staff Handbook and promote its good name.

A warden call alarm system is operated 24 hours per day with the job holder expected to be available to deal with routine and emergency duties. The Warden Call Alarm System is transferred to the central monitoring service between the hours of 8pm and 8am including weekends and bank holidays.

The job holder is to undertake any other duties commensurate with this post or other administrative duties as advised by their line manager or Chief Executive.

The job holder will support the delivery of the Charity's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Support residents to maintain their well-being and independence to ensure the effective delivery of high quality, safe and value for money almshouse housing support services that meet their identified needs and organisational objectives.

Measure: Feedback, external assessments and reviews

2. Meet all legislative and regulatory requirements for housing services activities to ensure clean and safe homes for the Charity's beneficiaries, including undertaking risk assessments as needed and ensuring faults are reported and monitored.

Measure: Compliance with Housing legislation and health and safety regulations, completion of agreed risk assessments, cleanliness and safety of scheme

3. Improve resident involvement and promote wellbeing, including establishing and maintaining links with the local community and external agencies as appropriate to ensure involvement activities are accessible and benefit the wider community where possible.

Measure: Feedback, delivery in line with customer expectations and charity objectives, number of activities/events coordinated.

4. Provide administrative support for the delivery of high quality and value for money almshouse housing services, including maintaining accurate records, assisting with the setting and monitoring of budgets and accounts and supporting debt recovery.

Measure: Inspection results, external assessments and reviews, survey feedback, achievement of targets e.g. Anti-social behaviour, resident involvement, residency management, complaints, etc.

5. Effectively manage relationships with key stakeholders, service providers and residents, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately, including resolving problems or setting into motion the means of resolution, ensuring residents are kept informed.

Measure: Resident feedback, problems resolved efficiently, service levels met.

Salary & Benefits:

Salary:	£31,000 per annum
Holiday Entitlement:	25 days of annual leave, plus bank holidays Enhanced holiday allowance for long service, rising by 1 day for each full holiday year completed, up to a maximum of 30 days
Employee Assistance Programme (EAP):	Health Assured Employee Assistance Programme (EAP): This service is available to all employees and their immediate family members, offering peace of mind and support during challenging times. Health Assured provides a confidential, professional support service to employees, offering a wide range of resources and guidance. This service is designed to help employees manage personal and work-related issues, ensuring their well-being and mental health. The key features include: <ul style="list-style-type: none">• 24/7 Helpline: Access to a confidential helpline available around the clock for support with personal, professional, and emotional challenges.• Counselling Services: Confidential counselling for a variety of concerns, including stress, anxiety, relationship issues, and more.• Legal and Financial Advice: Guidance on legal matters, debt management, and financial planning.• Health and Well-being Resources: Tools, tips, and advice on topics such as fitness, nutrition, and mental health.• Work-Life Balance Support: Guidance on balancing personal and work commitments to reduce stress and improve overall well-being.
Pension Scheme:	NEST auto-enrolment defined contribution scheme 5% employer contribution Employee contributions are also required, with tax relief on contributions
Car Essential:	A car is essential for this role and mileage expenses are reimbursed in accordance with HMRC guidelines.



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APPLICATION FOR EMPLOYMENT

Private and confidential. Please complete all sections.

Your application can only be considered if you complete this form. You should not send a CV (Curriculum Vitae) as an alternative to completing this form. However, you are welcome to provide additional information on a CV. All applications shall be processed in line with our Equal Opportunities Policy.

- Post for which you are applying:
 - Family name:
 - First name(s):
 - Address:

 - Postcode:
 - Email Address:
 - Telephone number:
 - Home:
 - Mobile:
 - Work:
- May we contact you at work YES/NO
- National Insurance Number
 - Do you have a driving licence? YES/NO
 - Do you have a vehicle you can use for work? YES/NO
 - Where did you hear about this job opportunity?

This form should be completed and returned by email as soon as possible: enquiries@thorners.org.uk

If you are unable to email your form, please call 023 8063 6772 to make alternative arrangements before the application deadline.



CONFIDENTIAL

EMPLOYMENT DETAILS

CURRENT OR MOST RECENT EMPLOYMENT

Employer's name and address

Position held:

Start Date:

Current Salary:

Main duties and responsibilities:

PREVIOUS EMPLOYMENT AND VOLUNTARY EXPERIENCE

Please enter **most recent past employment first**, followed by earlier periods of employment

From	To	Employer's/organisation's name/address	Job Title/Duties & Responsibilities



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EDUCATION

Qualifications will be taken into account only where they are deemed essential or desirable for the post.

Schools, Colleges or Universities attended or additional courses undertaken (including Part-time):

Qualifications gained
(Incl. subjects grades or results expected):

Membership of professional or technical associations:

Any other relevant qualifications or records of achievements:

- Please inform us if we need to make any special arrangements for you if you are offered an interview
- Are you related to a member of the Trustee Board, staff or volunteer of Thorner's Homes? YES/NO
- If YES, please give their name & your relationship to them:
- **All forms of canvassing will automatically disqualify candidates from appointment.**

The falsification or omission of any significant information can lead to a disqualification from the appointment or, if you are appointed, to eventual dismissal. You understand, in completing this form, that the information supplied will be processed and held as management information by Thorner's Homes CIO for a minimum period of six months (if you are unsuccessful with your application) or six years after your employment with us ends (if you are successful with your application).

Signature:

Date:

REFERENCES

If you are selected for an interview, we may wish to take up references. You should give the name of your present or last employer as one referee or, if you are a school, college or university leaver, your head teacher or tutor.

REF 1: Name

Position held:

Address:

Telephone Number:

Email:

REF 2: Name

Position held:

Address:

Telephone Number:

Email:

Please indicate if we may contact your referees prior to interview: YES/NO



GENERAL EXPERIENCE AND FURTHER INFORMATION

Please use this section to tell us why you are applying for this role and, using the job description and person specification for guidance, how you demonstrate the skills, experience and knowledge necessary. This can include any other activities which you consider relevant, for example, voluntary work, leisure interests, domestic activities and other achievements. If necessary, please continue on no more than 1 side of A4 or attach your CV:



Thorner's Homes - Job Applicant Privacy Notice

Introduction

Thorner's Homes is committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulations (GDPR).

Thorner's Homes is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker, self employed consultant or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for. It provides you with certain information that must be provided under the General Data Protection Regulation ((EU) 2016/679) (GDPR).

In relation to self-employed consultants and contractors, references to 'employer' and employment related activities should be construed as referring to Thorner's Homes and its activities as the business with which the self-employed consultant or contractor is potentially contracting to carry out work, in so far as those activities relate to the arrangements entered into between the self-employed consultant or contractor and Thorner's Homes. Personal data will only be collected where it is relevant to the arrangements Thorner's Homes is proposing to enter into with each individual or company. Nothing in this Privacy Notice shall affect the status of a self-employed consultant or contractor or shall render them a potential employee, worker, agent or partner of Thorner's Homes.

Data protection principles

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

The kind of information we hold about you

In connection with your application for work with us, we will collect, store, and use the following categories of personal information about you:

- The information you have provided to us in your curriculum vitae and covering letter.
- The information you have provided on our application form, including but not limited to name, title, address, telephone number, personal email address, date of birth, gender, employment history, qualifications and your right to work in the UK.
- Any information you provide to us during an interview.
- Any other information you provide to us during the application process in any format, including any tender documents (where applicable).

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Information about your health, including any medical condition, health and sickness records.
- Information about criminal convictions and offences.

How is your personal information collected?

We may collect personal information about candidates from the following sources:



- You, the candidate.
- Any recruitment agency, from which we collect the following categories of data: the information on the application form referred to above plus criminal conviction information (if provided voluntarily).
- Experian background check provider and credit reference agency, from which we collect the following categories of data: criminal record (Basic, standard or enhanced DBS), identity, credit, validation and reference.
- Your named referees, from whom we collect the following categories of data: personal reference regarding your ability and aptitude for such a role and any other information they choose to provide to us voluntarily.
- The following data from third parties is from a publicly accessible source such as LinkedIn, Social Media such as Facebook and Companies House/HMRC

How we will use information about you

We will use the personal information we collect about you to:

- Assess your skills, qualifications, and suitability for the role.
- Carry out background and reference checks, where applicable.
- Communicate with you about the recruitment process.
- Keep records related to our hiring processes.
- Comply with legal or regulatory requirements.

It is in our legitimate interests to decide whether to appoint you to work for the organisation since it would be beneficial to our business to appoint someone to the roles which we have advertised at any given time.

We also need to process your personal information to decide whether to enter into a contract of employment, a contract for services or any other arrangement with you.

Having received the information you have provided to us as part of the application process, we will then process that information to decide whether you meet the basic requirements to be shortlisted for the role. If you do, we will decide whether your application is strong enough to invite you for an interview. If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, we will then take up references, carry out a criminal record check (where it applies) and carry out any other pre-recruitment we need to do before confirming your appointment.

If you fail to provide personal information

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application successfully. For example, if we require a credit check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

How we process references

We will use the details that you provide regarding your named referees in order to request a reference for you. If you provide personal contact details for your named referees, for example, for the purposes of a personal reference, by providing these details to us you are confirming that you have the named referees' consent to provide such information to us.

If you are named as a referee, we will use the personal contact details provided to us by the job applicant in order to contact you to request a reference. We will subsequently process any information you provide in response to a reference request (as set out above) in accordance with our legitimate business interests to carry out reference checks for prospective employees.

How we use particularly sensitive personal information

We may use your particularly sensitive personal information in the following ways:



- We may use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during a test or interview or at any other stage in the process.
- We may use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Information about criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our Data Protection Policy.

We envisage that we may hold information about criminal convictions in order to assess your suitability to complete a role with us.

We will only collect information about criminal convictions if it is appropriate given the nature of the role you have applied for and where we are legally able to do so, for example where the opportunity may involve working with children in circumstances where a disclosure and barring check is required. Where appropriate, we will collect information about criminal convictions as part of application process or we may be notified of such information directly by you in the course of you working for us.

We are allowed to use your personal information in this way to carry out our obligations relating to safeguarding. We have in place an appropriate policy and safeguards which we are required by law to maintain when processing such data.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Automated decision-making

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

Data sharing

Why might you share my personal information with third parties?

We will only share your personal information with the following third parties for the purposes of processing your application: search consultancy, other entities in the group and those who provide us with information about you for the purposes of your application as referred to earlier in this privacy notice. All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.



Data retention

How long will you use my information for?

We will usually retain your personal information for a period of 6 months after we have made the relevant appointment, subject to any additional legal obligations and in accordance with any legitimate interests of the company. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with applicable laws and regulations.

Rights of access, correction, erasure, and restriction

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Chief Executive in writing.

Data protection officer

We have appointed a data protection officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.