

Building better lives



Recruitment Information Pack



RECRUITMENT

INFORMATION PACK

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**Welcome to GreenSquareAccord
and thank you for taking the
time to find out more about our
organisation.**

We're proud to be able to support tens of thousands of people across England by providing affordable housing and care to help people live independently.

Everything starts at home and we are privileged to be able to do work which makes a real difference to the lives of people in our communities.

WELCOME

Our focus is on building better lives. Everything we do is about people – whether that's providing a good quality, safe home or providing care which helps someone to live an independent life. Our colleagues live and breathe this social purpose and we need great people, with skills across a range of disciplines, to make this happen.

You may think of construction and cranes when you hear housing, but in reality our work is about one thing – people. Working for GreenSquareAccord gives you the chance to bring your skills and expertise and make a real difference. It doesn't matter which role you are considering applying for, your work will help thousands of people build a better life.

In these pages you can find out more about our work and what it means to be part of the team at GreenSquareAccord.

I hope you enjoy reading more about us. If you think we are the sort of organisation you would like to work for, we wish you the best with your application.

Many thanks,



Ruth Cooke

Ruth Cooke
Chief Executive of GreenSquareAccord



GreenSquareAccord is one of the biggest social housing and care providers in England.

We believe passionately in our mission to build better lives and provide social housing and support services to 54,000 people across our four localities. We are proud to play an active role in helping people to deal with the consequences of the housing crisis by providing affordable homes for people in our communities who need them most.

We also provide care and support to some of the most vulnerable people in society. This includes support for people who are homeless, experiencing domestic violence or are part of the criminal justice system. And we provide over three million hours of care a year to people in their own homes, living in extra care services or within residential or nursing homes.

A BIT ABOUT US

GreenSquareAccord was formed in April 2021 from the merger of the similar-sized Accord Housing Association, based in the West Midlands, and GreenSquare Group, based in the South West. Both organisations have a long history of providing affordable homes and support services for people in need.

GreenSquare's origins date back to 1866 when the Oxford Cottage Improvement Company Limited established itself as a local pioneer in driving housing reform. And the origins of Accord date back even further with creation the Harpers Almshouse charity in 1511 to provide lodging for poor men visiting Walsall.

For both Accord and GreenSquare, various partnerships and mergers in more recent years have brought together locally-based housing associations; and, in Accord's case, there has been significant growth in the delivery of care and support services.

Now, this coming together of these two strong organisations has created one that's even stronger with ambitions to do more - and do it better - than either could on its own.



4,000
colleagues



25,000
homes



100+ care
and support
schemes



54,000
housing
customers



3,000,000
hours of care
delivered every
year

THE GSA WAY

Our culture and behaviours

We are curious and ambitious

- Embracing change
- Being proactive in shaping improvements
- Learning from our mistakes



We are supportive and caring

- Valuing differences
- Building strong relationships
- Listening and seeking solutions
- Doing things safely and looking out for one another



We believe our customer is everything

- Knowing what matters to our customer
- Putting their needs first
- Keeping our promises
- Owning to the end



We are business-minded for social purpose

- Taking pride in what we do and why
- Making the most of our resources and working efficiently
- Being dynamic and working at pace



We are one team

- Contributing to the bigger picture
- Owning our performance and sharing success
- Communicating clearly
- Challenging respectfully



We know that how we do things is just as important as what we do. To help us make a difference, together, we created **THE GSA WAY**.

A culture we commit to, aspire to, and live and breathe. Commitments and behaviours which together make our organisation what it is.

Here is the story of **THE GSA WAY** told through our colleagues.

MEET THE TEAM

Our Executive Team leads our colleagues across a diverse range of functions. Here you can see who's who and the teams they oversee.



RUTH COOKE

Chief Executive Officer



JO MAKINSON

Chief Financial Officer



MAXINE ESPLEY MBE

Chief Operating Officer



HELEN MOSS

Exec. Director of People



SOPHIE ATKINSON

Exec. Director of Governance



Simpler, Stronger, Better is our plan to make sure we become a great social landlord.

Everything we want to achieve in the next five years sits under these **three pledges**.

Under the pledges sit **four objectives** which will help us to meet them:

We will **simplify and strengthen our business**

We will **improve our customer offer**

We will **improve the quality of our existing and new homes**

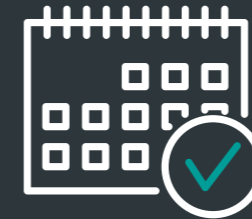
We will **create a culture which empowers our people**



We believe passionately in the work we do, and we want to deliver the best services we can. Our customers face significant pressures and challenges, and this means it is more important than ever that we clearly define our role so that we can make a difference. We want to provide quality homes and excellent social landlord services, support our customers and help to build stronger communities.



OUR BENEFITS



Generous annual leave entitlement



Flexible working



Medical cash plan



Confidential support service with access to free counselling

AN INCLUSIVE EMPLOYER

Everyone who applies to work for us will be considered on their merits, regardless of:

- ◆ Age
- ◆ Gender
- ◆ Disability
- ◆ Marriage and civil partnership
- ◆ Pregnancy and maternity
- ◆ Race
- ◆ Religion or belief
- ◆ Sexual orientation

Our Equality Diversity and Inclusion strategy and policy sets out our commitment to and our Dignity at Work policy details arrangements for making sure our workplaces are free from bullying and harassment.

We actively encourage applications from individuals with disabilities and provide access, adjustments, equipment or other practical support. Under the disability confident scheme all applicants with a disability who meet the essential eligibility criteria for the role, as detailed in the job description, are guaranteed an interview.

If you need any assistance, adjustments or adaptations throughout our selection processes please let us know.



Pension scheme with contributions matched up to 6%



Learning and development opportunities

OUR EQUALITY, DIVERSITY AND INCLUSION COMMITMENTS

At GreenSquareAccord, our Equality, Diversity and Inclusion (EDI) mission is simple. We want to be a diverse and inclusive organisation that reflects the communities we serve. We want to be a fair and inclusive employer and landlord.

This mission is at the core of our corporate strategy Simply Brilliant Together and our purpose of building better lives. We believe that being a diverse and inclusive organisation will deliver better outcomes, not only for our customers, but also our colleagues.

Our goal is for our organisation to have varied perspectives and backgrounds. This will ensure we are diverse to make better decisions, improve colleague's experience and workplace culture, and that there is a range of opportunities for our colleagues to develop and grow, making us an employer of choice.



Equality is about fairness and everyone having an opportunity to make the most of their lives. **Equity** is about giving more to the customers and colleagues that need it. We strive for equality and equity is how we get there.



Diversity is recognising and valuing the differences in all of us, valuing each other and what we all bring.



Inclusion Is inviting and supporting differences, giving colleagues and customers the confidence to be themselves and be part of the journey.

Our EDI commitments for our colleagues at all stages of their journey with us:

Attraction We are committed to raising the profile of EDI through all of our attraction and branding activity. Our processes and policies are regularly reviewed and benchmarked externally and internally. GreenSquareAccord is somewhere people choose to work.

Our development processes are simple and our learning opportunities will be diverse and available to all, utilising e-learning as part of a blended approach. We encourage two way mentoring and cross-team working so every colleague feels connected and part of building better lives.

Recruitment

We promote diversity through our partners and agencies. We are committed to challenging our own and each other's unconscious biases. We collect diversity data, identify diversity gaps, and recruit in under represented areas.

Retention We collaborate; it's clear where and how customers and colleagues shape the organisation and its services and all feel able to participate and contribute. We have a dedicated EDI forum with ambassadors that are championed by our board and leadership group, and there is a clear relationship with other colleague representative groups.

Onboarding From day one colleagues can bring the best version of themselves to work. We encourage individuality of thinking and this is reflected within our onboarding processes which will be customised to suit individual learning styles.

We utilise 'Speak Out' our confidential dedicated EDI feedback channel. We talk about and monitor our EDI performance to support a culture and model behaviours that normalise talking about EDI.

Development EDI is at the centre of everything we do. Colleagues are trained and confident in the importance of EDI.

Separation We support colleagues when they decide to leave us and use this as a opportunity for growth. We get feedback and use it as part of inclusion activity. We seek to understand the colleague experience from colleague exits.





**Green
Square
Accord**

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