

# About Hanover



## Hanover - Specialist and Leader

Founded in 1963, Hanover is a national provider of housing and support for older people. Hanover operates throughout England as an innovator, specialist and industry leader in the design, development and management of retirement housing for older people. Our Head Office is in Staines and we have four regional offices in Shipley, West Yorkshire, St Neots, Cambridgeshire, Staines, Middlesex and Chippenham in Wiltshire providing comprehensive development and housing management for all our rented properties.

Hanover currently manages 17,000 units of accommodation with a rapidly developing programme of extraCare homes for frailer old people. We are continually extending the concept of sheltered housing and seeking innovative ways to provide cost effective services, than can improve both the quality of life and independence of older people. Hanover is also currently broadening its strategy to provide housing for younger disabled people.

### *extraCare*

Hanover *extraCare* offers an attractive and cost effective alternative to residential care. On site is a 24 hour care team which is organised in conjunction with the local social services department. As a result of this each resident can be assured that they receive the appropriate level of care and support, while retaining maximum independence and privacy.

### Hanover *up&about* - Continuing to pioneer

Hanover *up&about* is a brand new concept of accommodation, care and rehabilitation enabling older people to move from Hospital to Home and ease the problem of delayed discharges from acute hospital wards.

### Hanover Care & Repair

Hanover has developed solid partnerships with local authorities resulting in a number of Care & Repair agencies around the country. These agencies provide home improvement and a range of other services enabling vulnerable people to remain in their own homes.

### Hanover On Call

HOC is a 24 hour, 7 day a week emergency alarm monitoring centre. It provides support and reassurance to 17,000 people throughout England.

### Hanover - Vision, Purpose, Values & Aims

The Hanover's Group vision is:

*"A society in which older and disabled people can freely choose and afford the housing and support options that suit them best."*

Our central purpose is:

*"To provide and manage high quality housing and support services, flexibly and imaginatively designed and delivered to meet the changing needs of older and disabled people throughout the communities we serve."*

# Information for Job Applicants

Thank you for showing an interest in our vacancy. In this recruitment pack you will find:

- An application form
- A job description and person specification for the post
- A Day in the life of an Estate Manager leaflet (if applicable) with benefits information on reverse
- Benefits information (except for Estate Managers - see above)
- On the reverse of the form you are reading now is some general Hanover information which we hope will be of interest

Your completed application form is very important because it gives us our first impression of you and is the only basis on which we decide whether or not to interview you for the post in which you have applied. Therefore please complete the form as fully and accurately as possible, referring to the job description and person specification. Please note that we do not accept CV's.

## Acknowledgement

It is not our practice to acknowledge receipt of application forms or to contact candidates who have not been selected for interview.

## Closing Date

Please return your completed application form to the address provided on the form ensuring that it arrives before the closing date. Unless we contact you within 3 weeks of the closing date please assume that you have not been shortlisted on this occasion.

## The Interview

The interview panel is normally made up of 2 people who will be asking questions relating to the job and your application. The panel keeps a record of their assessment of each candidate so that the reasons for their decisions are clear, consistent and objective. In addition, Hanover conducts tests and other forms of assessment in appropriate circumstances and you may therefore be asked to undertake such exercises as part of the selection process for this vacancy.

Pre-employment checks - all offers of appointment are subject to:

### References

Offers of employment will be subject to the receipt of 2 satisfactory written references. We reserve the right to request you to provide the name(s) of one or more additional referee(s) if we are not satisfied with the contact names of the references you provide. References should be provided by your current or most recent employer(s).

### Satisfactory medical clearance

Tell us about any problems or conditions which have or might affect the ability to do the job for which you have applied. Successful candidates will be required to complete a pre-employment health questionnaire which will be referred in confidence to our Occupational Health Adviser.

### Standard Disclosure from the Criminal Records Bureau (CRB).

All candidates applying for certain positions will be required to obtain a Disclosure from the CRB as they will have contact with vulnerable adults. If this is a requirement of the post it will be specified in the job advert.

We hope that you will be successful in your application. However, if you are not, please do not be discouraged from re-applying as your skills and experience may be what we need for our next vacancy.

## Storage of Data

The information gathered from completed application forms will be processed by the Hanover Group and will be used solely in the recruitment process. For unsuccessful applicants it will be retained for 6 months from the closing date. Such information may include details relating to ethnic origin and gender and may be used for internal monitoring and will not be disclosed to any 3rd party.