



Candidate pack



Trivallis.

Contents

Croeso / Welcome	03
About us	04
Our objectives	05
Your benefits	06
Values and behaviours	07
Application process	09
Finding us and ensuring your comfort	10
Thank you	11



Croeso / Welcome

Welcome from Duncan Forbes, Chief Executive

Thank you for considering applying for a job at Trivallis. This role is an opportunity to be part of a team that makes a genuine difference in our communities. In this pack, you'll find details about our organisation and insights into what it's like to work with us.

Trivallis is a community mutual organisation, owned by our tenants and supporting more than 25,000 people across Rhondda Cynon Taff and Cardiff Bay. We're committed to providing safe, affordable homes, but we also aim to be more than just a housing provider. Our focus is on community development, regeneration, and individual wellbeing, and we hope you'll bring your skills to help us further that mission.

At Trivallis, we believe in fostering a supportive and inclusive work environment where innovation and creativity are encouraged. We are committed to not only improving the lives of our residents but also the professional growth and wellbeing of our colleagues. This is a fantastic opportunity to be part of a forward-thinking organisation at a pivotal time in our journey.

About us

We are Trivallis - a community mutual housing association, owned by our tenants and firmly rooted in the communities we serve. With over 10,000 homes, we're one of the largest housing associations in Wales, dedicated to providing safe, quality homes and exceptional services to our tenants.



Our values are at the heart of everything we do. We aim to be kind, inclusive, progressive, and trustworthy. Our mission is to help communities and individuals thrive by improving wellbeing and creating lasting impact.

Community regeneration and development are central to our work. Tenant involvement and collaborative communication are priorities for us, as we actively encourage community participation, support regeneration initiatives, and amplify the voices of those we serve.

Our team is 400-strong, covering everything from repairs and safety to neighbourhood services and customer support. Everyone at Trivallis is committed to putting tenants' needs first, fostering strong relationships, and providing an excellent service. We also believe that looking after our team is just as important, creating a positive, supportive, and tenant-focused culture.

We are keen to recruit talented individuals who are interested in joining an organisation in which they can really make a difference. We value diversity in all its forms and encourage applications from people of all backgrounds, bringing a wide range of skills, experiences, and perspectives. This commitment helps us create a great workplace and make an even greater impact through our work across South Wales.

Our objectives

The objectives in our strategic framework have been developed collaboratively over many months with tenants, staff, Board members and partners. They reflect our shared purpose, values and vision for building a brighter future.

What we do

We focus on providing affordable homes and housing support services, and we work hard to increase the availability of affordable homes to meet housing needs. We are a major employer and support local contractors to carry out our work.

In addition to our core activities, we aim for more:

Community development

We want to boost community wellbeing by using a community development approach in all our work. We'll tap into existing strengths and skills within communities, partnering with community organisations, volunteers, and public services. We'll help communities take control of their own futures. We'll also support the creation of new community organisations and bring organisations together to build community wellbeing.

Community regeneration

We'll use our financial strength and trusted partnerships to bring long-term investments into our communities. Using our roles as an employer, training provider, buyer, property owner, and investor, we aim to maximise benefits for our communities and ensure investments stay within them.

Individual wellbeing

We believe in ensuring the wellbeing of everyone in the community. When thinking about individual wellbeing, we know that everyone is different, with their own strengths and past experiences. We work with partners to support individuals and families, bringing more resources into communities. Our goal is to provide seamless services to tenants by adopting a team around the tenant approach.

Read more at <https://trivallis.co.uk/our-impact/our-objectives/>



Your benefits

As well as a great working environment with a strong community feel and plenty of opportunities for development and growth, you can expect a generous package of rewards and benefits.

- Competitive salary which is regularly reviewed and adjusted to attract and retain top talent.
- 30-day annual leave entitlement, plus Bank Holidays.
- We offer access to the generous Local Government Defined Benefit Pension scheme.
- Healthshield cashback programme, along with gym and shopping discounts.
- We offer flexible and hybrid working where appropriate.
- Comprehensive learning programme and support for personal development.
- Company sick pay, including three months of full pay followed by three months of half pay during illness or injury.
- Enhanced maternity and paternity packages.

Values and behaviours

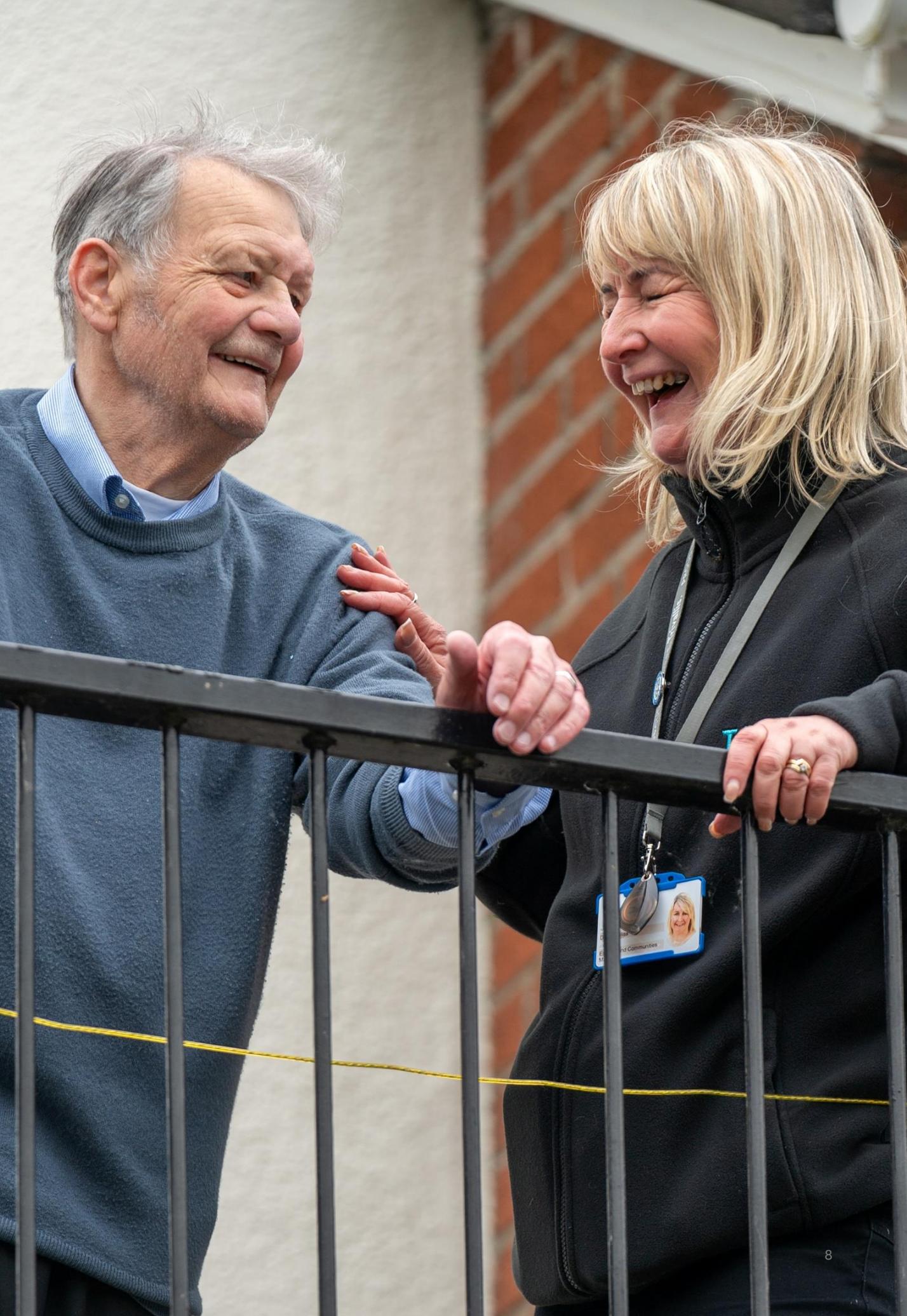
We ask all Trivallis employees to:

Live our values of
Kind, Progressive,
Trustworthy,
Inclusive

Take ownership of
your own
personal safety
and be mindful of
the safety of those
around you

Embrace
opportunities to
develop your skills
and knowledge

Treat everyone
with respect and
adopt an inclusive
approach to
diversity



Application process

Our application process is straightforward and transparent. Here's how it works:

Step 1: Apply online

- Head over to our recruitment portal and click "Apply Now."
- Complete the online form with your details and submit.

Please note your application must be with us before the closing date.

Step 2: Stay in the loop

- We'll review your CV and application through our portal.
- You can track your progress online.
- Expect to hear from us within two weeks.

Step 3: Meet with us

- If invited to interview, we'll provide all the details in advance, including any interview formats we may use.
- During the interview, we'll chat about your experience, and you'll have the chance to ask questions too. There may also be a task or presentation so you can showcase your skills.
- We aim to get back to you with the outcome within 2-3 working days.

Step 4: Welcome to Trivallis

- If you're successful, we'll be in touch to discuss the next steps and make sure you have everything you need to get started.

If you would like to find out more about this role, please email our People team at people.services@trivallis.co.uk



Finding us and ensuring your comfort

Your comfort and accessibility are a priority for us, and we are happy to make any necessary adjustments to ensure a positive and inclusive experience if you visit us for an interview or take up a position. Here's everything you need to know about our location, accessibility, and how to request reasonable adjustments.

Location

Our main office is located at Ty Pennant, Mill Street, Pontypridd, CF37 2SW, easily accessible from major roads and public transport routes. Please report to Ty Pennant reception when you arrive, opposite the Mill Street underpass. You can find us on the map below:

Accessibility

We want to ensure that our premises are accessible to everyone. Here are some key details about our accessibility:

Parking

Parking is available in the Catherine Street Car Park, CF37 2TB, located within Ty Pennant. This is a council operated car park and is a "correct

coins only" facility. The current tariff is £1.10 – up to 4 hours and £2.20 – over 4 hours. Disabled parking spaces are available on each floor. We are also a short walk away from local bus and rail connections.

Stairs and lifts

Our building is equipped with ramps and lifts giving easy access for individuals with mobility challenges. Lifts are designed to accommodate wheelchairs and mobility aids.

Toilet facilities

We offer accessible toilet facilities equipped with features to accommodate different needs.

Requesting reasonable adjustments

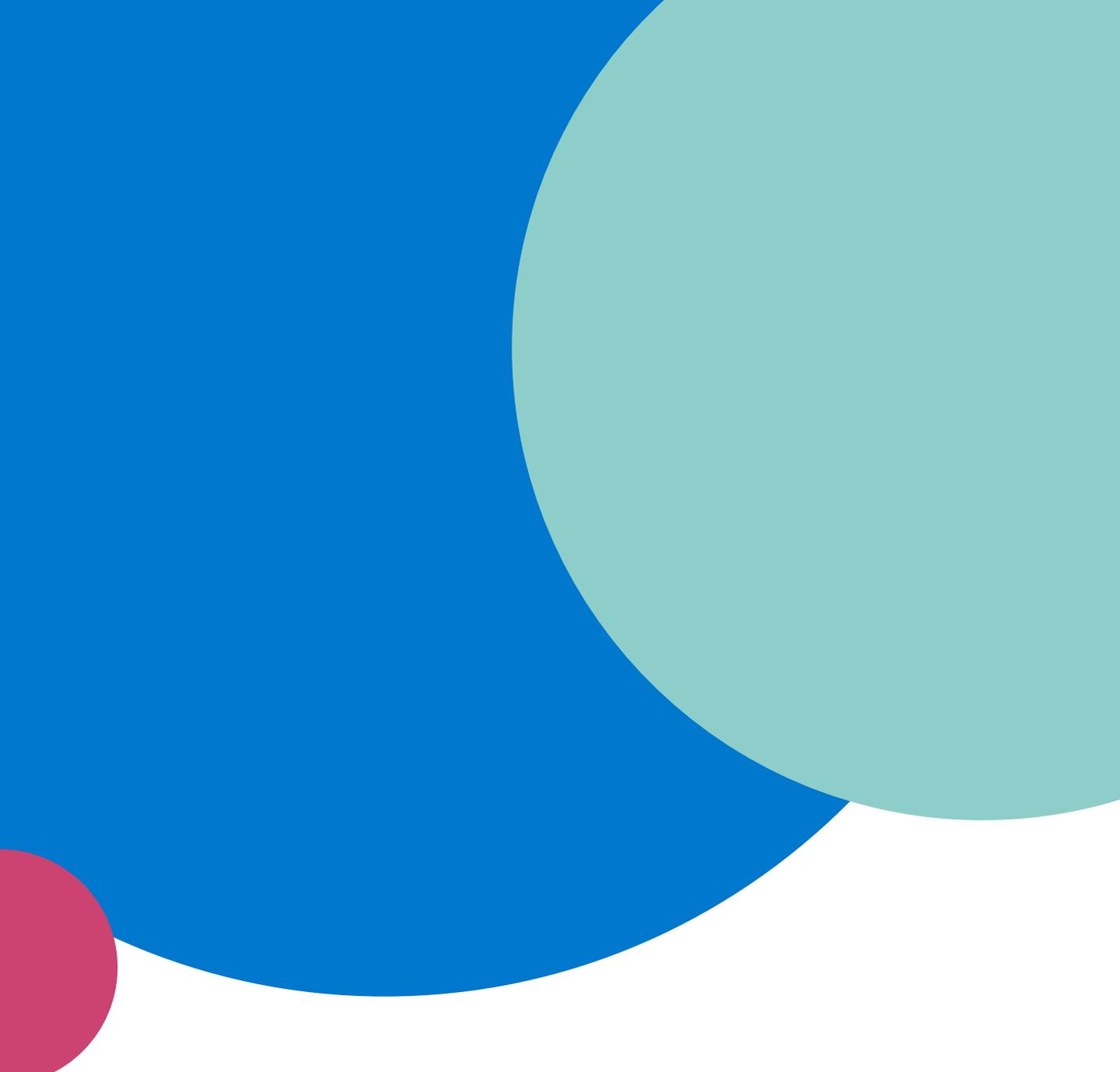
All candidates will be invited to let us know if they need any adjustments to be made for an interview.



Thank you

Thank you for considering a career with Trivallis. Our commitment to excellence, a values-driven culture, and dedication to equity, diversity, and inclusion make us an exciting and rewarding place to work.

If you have any questions or need further information, please don't hesitate to reach out to the Hiring Manager or our People Services team. Your journey with Trivallis starts here, and we can't wait to see where it leads.



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E: people.services@trivallis.co.uk

W: www.trivallis.co.uk