



Hillcrest

**Work with us to
improve lives**

hillcrest.org.uk





Foreword from John Alexander, Chief Executive

Thank you for your interest in working at Hillcrest. We take great pride in being recognised as Gold-accredited Investors in People and are committed to ensuring we offer an outstanding working environment and culture to attract and retain the best quality candidates.

Our core organisational aim is to help people live better lives. We achieve this by providing safe, high quality homes at affordable rents, and by helping to build sustainable communities where people want to live and thrive. We also deliver creative and responsive care and support services to individuals with a range of diverse needs, contributing to wider social, economic and environmental wellbeing within our areas of operation in Scotland.

We are delighted to say that all the companies in Hillcrest are now 'Real Living Wage' employers - a voluntary accreditation linked to an independent calculation which ensures all our employees earn enough to have a decent standard of living.

I am extremely proud of the dedication and commitment of our teams to providing such a high level of service to our customers, and look forward to welcoming new colleagues who are equally committed to delivering outstanding service.

John Alexander
Hillcrest Chief Executive





We are Hillcrest

Hillcrest was first established in 1967 as Hillcrest Housing Association. Over the decades, we have grown and developed into a large, diverse and continually evolving social organisation. Our mission is to help people live better lives.

The companies within Hillcrest provide housing, maintenance services, support, training and employment opportunities. Our structure allows us to work together to make a positive social impact by contributing to improving the quality of life of the people and communities we work with.

Our values

Our values define what we believe in and how we go about our work. They are:



Inclusion – We listen to other points of view, learn from best practice and engage with our customers and communities as we recognise we are stronger and can contribute more if we have shared goals and collective efforts.



Respect – We value our staff and customers, and empower them in a positive way to participate, to adapt and to be inspired to take ownership and make positive change.



Excellence – We are ambitious for what our organisation and customers can achieve, and strive to deliver the highest quality and value possible.



Innovation – We look for new ways of solving problems, strive for continuous reflection and improvement, and promote others to do the same.



Our commitment to sustainable practice

Hillcrest is committed to becoming a Net Zero organisation inline with Scottish Government targets by the year 2045. This will require a critical analysis of not only our own, but our suppliers' current social, environmental and economic impacts. Our staff also have a significant role to play in reducing our carbon footprint to tackle the climate emergency.

Our sustainable business strategy involves building new energy efficient homes, and retrofitting our existing building stock, including the addition of new energy efficiency measures to create warmer, more sustainable homes. This will be achieved by installing insulation and low carbon technologies to reduce the emissions used by our customers for heating and electricity.

We are moving our fleet of Hillcrest vehicles towards being all electric or hydrogen in the future, and our staff are supported to use low carbon travel, with incentives such as pool bikes in place to encourage active travel.

Our businesses

Hillcrest is made up of:



Hillcrest Homes

With over 8,000 properties for social rent across Dundee, Edinburgh, Angus, Perthshire, Fife and Aberdeen, our parent company Hillcrest Homes, provides all corporate core services to the companies in Hillcrest.



Hillcrest Enterprises

Providing nearly 1,300 quality homes at discounted mid-market rents for people on limited incomes, Hillcrest Enterprises is the home of new business opportunities for Hillcrest. This includes providing open market rented properties, selling corporate services and developing new business opportunities.



Hillcrest Maintenance

A customer-focused maintenance contractor who carries out a variety of responsive, void, cyclical, planned and property upgrade works for Hillcrest and a number of external customers.



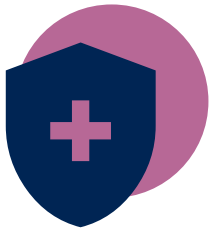
Hillcrest Futures

Providing support to more than 2,500 people across Dundee, Angus, Fife, Edinburgh, Glasgow, and Perth and Kinross, Hillcrest Futures offers a range of services in the areas of physical and learning disabilities, autism, young people and older people. Further services include supporting positive mental health and wellbeing, homelessness, and drug and alcohol recovery.



Benefits of working with us

There are a number of benefits available as part of your career with Hillcrest, including a generous pension scheme, healthcare plan and flexible working opportunities.



Healthcare plan



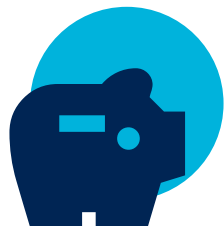
Cycle to work scheme



Generous annual leave entitlement



Money off tech



Generous pension



Personal learning and development



Perkbox: money off goods



Mental health first aiders



Flexible working



Investing in our people

At Hillcrest, we recognise that accreditation with the Investors in People (IiP) standard is a sign of a great employer and shows we are an outstanding company to work for, with a clear commitment to sustainability and the development of our people.

Created to meet the ever-evolving needs and challenges of today's businesses, the Investors in People Framework gives us a tangible way to drive our business forward and indicates to our tenants, the people we support and our employees, our commitment to good business and people management excellence.

We are currently IiP Gold accredited, and we are continuously working towards achieving the Platinum accreditation, while also aiming to move from Silver to Gold for the Investors in Young People (IiYP) accreditation.

We have also established a wellbeing working group to implement an ongoing strategy that prioritises the health and wellbeing of all our employees. We understand that our main organisational asset is our people and, as such, we are dedicated to ensuring we do the best we can to improve the health and wellbeing of our employees.

Lesley Don, Hillcrest Director of Corporate Services, says: "Our staff are the most valuable part of Hillcrest and our Gold IiP accreditation is a real testament to the hard work and dedication our teams demonstrate on a daily basis.

"Feedback from staff is vital to not only help us perform at a high level, but to strive for continuous improvement and maintain our position as an employer of choice. Looking to the future, we are committed to improving further and to achieving the Platinum IiP accreditation."



Keys to success

We want you to have all of the tools you need to be successful in your application to join Hillcrest. Here is some guidance on how you can make the best impression.

Tips for writing a strong application

Once you find a job you'd like to apply for, read the application carefully and don't fill it in straight away. Instead, take time to prepare as this will make the task easier.

Gather all of the relevant information that you need to complete the application. This will include details of your qualifications, employment history and contact information of your referees.

Carefully study the person specification of the post you're applying for so you can refer back to the specific skills and qualities we're looking for as you complete the form.

Finally, read the instructions carefully to ensure you complete the correct sections of the form and know when the deadline is.

Job interview tips

Here are our top 10 tips to have a successful job interview:

Before the interview

1. **Do your research** - before the interview, make sure you research our company and our values. We will want you to tell us what you know about Hillcrest.
2. **Practise, practise, practise** – take the time to practise commonly asked interview questions. You'll find examples of these online.
3. **Have a run-through** – ask a friend or family member to do a mock interview with you.
4. **Prepare your own questions** – prepare a few questions to ask us. These could be about the team you'll be working with, the role or the company.



During the interview

5. **Be punctual** - plan your schedule to arrive to the interview 10 to 15 minutes early.
6. **Make a good first impression** - practise good manners and body language, and treat everyone you meet with respect.
7. **Respond truthfully** – always answer questions truthfully, interviewers find honesty refreshing and respectable. Focus on your key strengths.



After the interview

8. **Ask about next steps** - after your interview ask either your interviewer, hiring manager or recruiter about what you should expect next and when you are likely to hear back.



Testimonials

Here's what some of our current colleagues have to say about working for Hillcrest:

"Hillcrest is a great company to work for, and the benefits you receive are excellent. I have been made to feel so welcome and an integral part of the team from day one. The training has been useful and has given me so much information which has made me gain so much more experience, knowledge and confidence in being able to do my job."

**Steven Ward, Support Worker,
Hillcrest Futures**

"I wasn't only looking for a new job, I was looking for a career and a new challenge. I was looking for a role that inspires me, in a housing-related discipline, with a strong community ethos. Hillcrest fulfils these points. I like being part of a team that gives its best to make the next generation of new affordable homes the best they can be. For me, this is more than a job. I'm investing my time, knowledge and experience in a company that is investing in me."

**Cristeen Fraser, Operations Manager,
Hillcrest Homes**

"I joined the Hillcrest Energy Advice Team in 2016. This was originally a one year fixed term post. My manager was instrumental in making my position permanent and we have gone from strength-to-strength since. I really enjoy working in this team and we are innovative with our projects and in general day-to-day tasks which has led to multiple national awards. We work very closely with all parts of the business and this works really well for joint projects and information exchange. I am very happy with my manager, the rest of my team and indeed all members of staff I work with in Hillcrest and would recommend joining the company to anyone."

Euan Hird, Energy Advisor, Hillcrest Homes

"I have been at Hillcrest for almost four years and have really enjoyed my time here so far. I am given opportunities to help me develop my skills, and I'm always encouraged to undertake training which can help my career."

Tanya Jeffrey, Comms & Media Assistant, Hillcrest Homes

"Hillcrest offers great opportunities to enhance your continuing professional development. There is also a real focus on staff wellbeing and supporting work-life balance through shift flexibility, regular relaxed staff meetings and one-to-one personal reviews."

Kerry Stinson, Support Worker, Hillcrest Futures

"I've been with Hillcrest Maintenance for over 13 years, covering various different roles. When I joined in 2009, there were around 10 employees. Fast forward to 2022 and we now have around 190 employees. Due to the continued growth of Maintenance, there are lots of learning and development opportunities to progress."

Bob Jack, Head of Hillcrest Maintenance

"I joined Hillcrest nine years ago which is testament to it being a great company to work for. The culture of the company is very friendly with a emphasis on developing, training and empowering staff. There are always opportunities to be part of other groups outwith your role; I'm part of the Wellbeing Group and the Staff Representative for Hillcrest Enterprises."

Sara Wild, Estates Officer, Hillcrest Enterprises



Helping people live better lives

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