



Optivo **Built on talent.**

Candidate pack

Hello and thank you for your interest in joining us. I'd love to tell you a little about Optivo.

We're one of the largest housing providers in the UK and a member of the G15 group of London's largest housing associations. We've over 45,000 homes across London, the South East and the Midlands, giving 90,000 people somewhere affordable to call their own.

We've got offices in London, Kent, Sussex and the Midlands and we employ over 1000 people who love working here. We are an inclusive and diverse workforce, we're really big on culture, being a fun place to work and we invest in our people.

You see lots of people around the organisation who've done many different roles with us, and I think the reason for that is they like it here and they're empowered and given the opportunity to develop and try new things.

We're a growing organisation and with that growth comes job opportunities.

We're always looking for new talent to join us.

Paul Hackett, Chief Executive



At Optivo we understand the difference safe, secure and affordable homes can make to people's lives.

We develop places with people, not profit, in mind, building homes and communities where people can thrive.

Our mission statement is **'Building Homes, Making Places and Enhancing Lives'**.

We work with residents, local authorities, and partners to meet housing need, and to create safe, sustainable communities for our residents. We also support residents to gain more independence through jobs, training, financial and digital inclusion activities.



Value for money and efficiency are integral to all we do. This means building more homes for those who need them the most.

We'll be starting 7000 homes by 2025 as part of our ambitious growth programme.

This puts us in a leading position to help tackle the housing crisis and make us a leader in the housing sector.

We do more than build homes. We're passionate about enhancing lives and communities. We do all we can to help people flourish through training and employment support. We focus on providing our residents with sector leading services.



88% of our team say they're proud to work for Optivo

89% think Optivo is a great employer

92% understood the positive contribution they had made towards our strategic goals

(Optivo Pulse Survey 2020)

OUR CORE VALUES

At Optivo, we put people first. We have a culture we're proud of, that's underpinned by our **CORE** values:

Customer Focused

We take ownership and responsibility, we're positive and put residents at the heart of everything we do.

One Team

We work together and support each other, we're united and focused on our goal. We don't pass the buck.

Respect

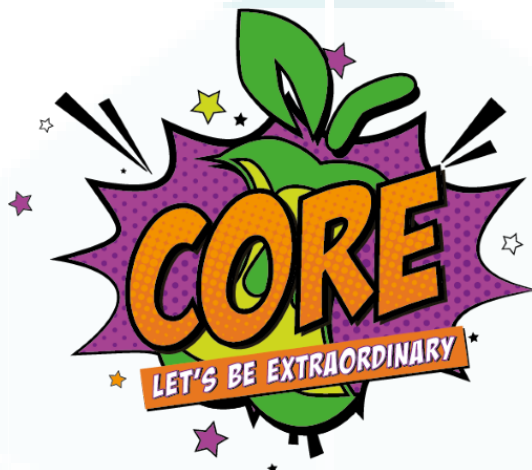
We show consideration, we treat everybody with fairness, we value each other.

Enthusiastic

We go the extra mile, we're passionate about achievement, we're eager to learn.

You'll find these values embedded into everything we do. They're what's made us one of the UK's leading housing associations for customer satisfaction.

They also help colleagues to thrive and progress in a supportive environment that values diversity and the richness diversity brings to all aspects of their work.





I work in a team with a real mix of people so we have a lot of different opinions and experiences at the table. You can see the diversity we have in our teams as you walk through the offices. But it's more than that. You feel welcomed. It's important to have diverse teams, it makes us dynamic. It's important to us that we reflect the diversity of the communities we serve.

Jasmeet

THE 'GREEN THREAD'

Sustainability is the 'Green Thread' that runs throughout Optivo. It's weaved into everything we do, from our homes and offices to our supply chains, resident engagement, strategy and leadership. We have a responsibility to take the lead on real, meaningful positive changes for sustainability.

And we've already made positive steps towards a more sustainable future for all:

- We've adopted the United Nations Sustainable Development Goals (UN SDGs)
- We've achieved SHIFT Gold for the second year running, coming second out of 40 providers who were assessed against the 'green' standard for the housing sector.

We're also early adopters of the Environmental, Social and Governance (ESG) reporting.

All of these things help us thrive as an organisation, improving investor confidence while also achieving value for money and attracting new talent.



Our Benefits

We aim to attract, motivate and retain the right people. Our benefits reflect the diversity of our colleagues and the support we offer:

Pensions

We offer up to 10% of basic salary as a contribution to your pension. You can contribute up to 5% and we'll double your contribution. So if you put in 5%, we'll put in 10% giving you a total of 15%.

Flexible working

We offer flexible working including part time, compressed hours, and voluntary reduction in working hours – all to support our ability to deliver a brilliant service.

Holiday

We offer 27 days per year, plus bank holidays for new colleagues. This goes up to 30 days with your length of service. There's also the option to buy and sell holiday if you wish.

Employee Assistance Programme

Access to a free confidential counselling service, offering support and advice on stress, anxiety, debt, lifestyle, relationships and more.

Birthday leave

Have an additional day off, during your birthday month, on us!

In house Academy

We offer personalised learning and development opportunities including study support for qualifications and apprenticeships!

Perkz Employee discounts

Get discounts at your favourite retailers through Perkz including a variety of outlets, activities and more.

Season ticket loans

We provide interest free loans to purchase a season ticket or car parking pass for your commute, saving you money!

Cycle to work

Optivo provides access to an approved cycle to work scheme, providing the opportunity to buy a bike, accessories and saving tax contributions.

Life Assurance

Peace of mind for your loved ones, should the worst happen. Our scheme will pay three times your annual base salary to your nominated person of your choice.

Long service awards

We like to recognise, celebrate and thank colleagues who are loyal to us for their long service.

Healthcare cash plan

Join our scheme and claim back on the costs for opticians, dentists and more via Simply Health.

LEARNING AND DEVELOPMENT

We invest in our people, not just because it's the right thing to do, but because we understand the importance of personal and professional growth to support everyone to reach their Maximum Potential at Optivo.

Our in-house Optivo Academy offers training, learning and development to colleagues at every step of their career. This ranges from training in technical skills for specific roles, to improving personal effectiveness and people skills and becoming an extraordinary manager and leader.

We offer support for formal qualifications and apprenticeships. We seek to support colleagues in continuing professional development. We encourage independent study and support learning in a way that best suits the individual.

We love to learn from each other. The sky's the limit when it comes to progressing your career at Optivo.



"I am proud to be part of an organisation that offers such a variety of opportunities to develop a career as well as offering the chance to give something back to the community."

Adam - based in Kent



We fully support career progression and provide colleagues with the opportunity to build skills and knowledge to meet their career aspirations.

In your first few weeks you'll complete a full induction programme. This covers, compliance, culture and role specific training.

In your first six months, you'll receive support from your buddy, your manager and even meet the Chief Executive who always says hi to our new colleagues.

You'll receive structured training and development to support you as you get to know Optivo and what we do. All aimed at ensuring you feel comfortable and productive quickly.

DIVERSITY

At Optivo, diversity isn't a quota or a tick box exercise but a vital part of our culture. We live in a diverse world, we provide services to a diverse group of residents and we want our teams to reflect that. We embrace cultural diversity and value the strengths it brings to our organisation and as **One Team**.

We understand colleagues who feel they can be themselves at work will be happier, feel valued and as such be more productive. We want everyone to feel they can be themselves at work.

We sponsor a number of programmes including **The Leadership 2025**.



These aim to address the imbalance of BAME (Black and Minority Ethnic) professionals in leadership roles across the sector.

By offering an intensive nine-month business school accredited programme and mentoring with the aim of preparing them to become the sector leaders of the future.

We're members of the **Housing Diversity Network (HDN)** and provide mentoring opportunities for colleagues, opening doors to new experiences, networks and opportunities from across the sector.

We support a number of **Equality, Diversity and Inclusion networks**, are members of Stonewall and work every day to create a fully inclusive environment for everyone. We're a Disability Confident employer and are absolutely committed to getting the right people for the right job.



One of the things that stands out about Optivo is our culture. We have pace and we have fun. We're committed to diversity and this is supported by our diversity networks and our strategic objective to 'Be an Inclusive Employer'.

Optivo has supported me to achieve my aspirations. I'm proud to work for an organisation that knows a diverse workforce is one of its greatest strengths.

Rommel



Fresh Visions

Fresh Visions is our in house charity and was founded in 2003 by a group of frontline housing workers in London.

Fresh Visions supports children, young people and adults who face extreme disadvantage as a result of poverty, domestic abuse, lack of education and social exclusion.

Changing lives, transforming futures...

Fresh Visions offer a range of services including:

- Women and children overcome the trauma of domestic abuse and chaotic home lives through our counselling services
- Young people who've fallen through the gaps of education, training and employment make their first steps into work through job placements and practical skills training
- Low waged families create homes fit for living through our Neighbourhood Furniture Store
- Socially isolated older people in our communities regain the confidence and life skills to live healthier, happier, engaged lives.

Giving Something Back



Each year we give everyone in our teams time out to get out of the office for a day and Give Something Back to the local community.

This could be anything from clearing up a local green space to helping rejuvenate a communal garden, hall or children's activity space to a fun run!