

May 2023

Dear Applicant

Application Pack for Post of Housing Officer

Please complete and return the enclosed application from and other forms and return by 12 noon on Wednesday, 14th June 2023.

If you do not receive confirmation of receipt of your application within 3 working days, please call the Association on 01389 877 752 to make sure that we have received it.

Please note CVs will NOT be accepted for this position.

Yours faithfully

Amy Sweeney

Corporate Services/Compliance Officer

# KNOWES HOUSING ASSOCIATION



**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| JOB TITLE: | Housing Officer | GRADE: | PA 22 – 25/EVH Grade 7 |
| ACCOUNTABLE TO: | Head of Housing, Director & Management Committee |  |  |
| **DATE LAST REVIEWED:** | May 2023 |  |  |

## *OBJECTIVES OF THE POST*

* To provide an effective and responsive Housing Management service to residents and customers of the Association.
* To ensure the Association’s core values are fully integrated within the housing management services that the Association provides in our dealings with external bodies and through interactions with our customers.

**ROLE OF TEAM**

The Housing Management Team consists of the Head of Housing, 3 Housing Officers an Allocations Officer and Housing Assistant. The team is responsible for the full range of housing management duties including rent arrears management, allocations and void management, anti-social behaviour, comprehensive estate management, all tenancy related issues, and effective communication with our customers and partners.

In line with the working from home practice embodied in the Flexible Working Policy 2021, housing staff will manage their working week between their “home” and office, based on demands and business requirements. The housing staff may choose to work in the office on a full time basis if this is a preferred option.

**PRINCIPLE DUTIES**

***Rent Management/Arrears/Benefit Advice***

1. Effectively manage rent accounts in accordance with the Rent Management/Arrears Policy & Procedure. Action cases up to and including legal action.
2. Signpost residents to ensure that the necessary information, advice and welfare benefit provision are made available to them.
3. Establish positive working relationships with Housing Benefits section and participate in the Verification Scheme, and the DWP to assist in the management of Universal Credit cases, UC portal updating, and DWP partnership working.

***Anti-Social Behaviour***

1. Deal with all incidents of Anti-Social Behaviour in accordance with the Association’s Policy and Procedure and making best use of the networks and tools available to the Association. This includes liaising with Police and other external agencies in identifying prevention options.

***Estate Management/Tenancy Management***

1. Effectively respond to all tenancy management related enquiries in accordance with our policies, procedures, legislation and good practice.
2. Carry out a minimum of bi-monthly tenement internal, external common area and front and back door property inspections and ensure they are kept to a high level cleanliness and that follow up action is taken to meet with statutory obligations and the Association’s Estate Management Policy and Health & Safety Policies.
3. Implement the Estate Management Policy and Procedure and other related policies in connection with the effective management of an estate. This should involve managing issues such as garden maintenance, pet control, vehicle misuse, opens space maintenance, fly tipping, common close conditions etc.

***Allocations & Void Management***

1. Where necessary carry out pre-termination and new tenant visits to all outgoing and incoming tenants.
2. Carry out accompanied viewings and void – related inspections where required.
3. Implement the sign-up process of new tenants in the absence of the Allocations Officer.

***General***

1. Must have excellent verbal and written communication skills.
2. Contribute to Wider Action initiatives to encourage environmental improvement and well-being to make a Faifley a safe and attractive community to live in.

1. Work with the Tenancy Sustainment Officer to provide support to reduce tenancy related issue that affect clients ability to effectively maintain their tenancy. The outcomes are to reduce tenancy related disputes and reduce void levels.
2. In conjunction with the rest of the team, ensure Key Performance Indicators and Targets within Housing Management are achieved and contribute to the Policy and Procedure reviews and ensure these and implemented.
3. Ensure compliance with Scottish Housing Regulators Performance Standards, Internal Audit requirements, General Data Protection Requirements (GDPR), Business Plan objectives and Risk Management.
4. Provide accurate, relevant and within agreed timescale, reports as directed by the Head of Housing.

***Other***

1. Attend relevant Sub-Committee meetings or out of hours meetings as required.
2. Liaise with the various sections within the Association and other relevant partner organisations to ensure the effectiveness of the Association’s policies and procedures.
3. Participate in corporate activities and operational working groups as required by the Association.
4. Be aware of Health & Safety responsibilities and ensure that duties are carried out in a safe, competent and compliant manner.
5. The post holder is required to be flexible, generic and may be required to fulfil other duties not listed above subject to consultation with senior officers.
6. Attend training where required to ensure knowledge of housing legislation and good practice is up to date.
7. Represent the Association at seminars and conferences where required.

|  |
| --- |
| Knowes Housing Association  Person Specification for Housing Officer |

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Skills & Abilities | * Literate and numerate * Good level of IT skills * Able to work to deadlines * Good organisational skills * Able to work with minimum supervision * Flexibility * Be able to work on own or as part of a team * Excellent communication skills both written and verbal * Ability to prepare reports within strict timescales * Proven skills in working with a housing IT system * Confidence in communicating with tenants and other members of the public * Able to demonstrate initiative and flexibility in managing workload | * Educated to Degree or equivalent level in a housing professional qualification |
| Experience | * Experience of working in a social housing environment * Relevant experience in managing arrears, estate management, anti-social behaviour issues and some allocations within a social housing environment * Relevant experience of dealing with Universal Credit and other welfare benefits. | * Experience of working with customers and external agencies * Experience of using housing management IT systems |

|  |  |  |
| --- | --- | --- |
| Knowledge | * Social Housing Regulations * Scottish Housing law and legal framework around the management of social housing * Welfare reform * Working knowledge of Microsoft Office software packages | * Knowledge of computerised housing management systems * Educated to Degree or have an equivalent Housing qualification |
| Values/Attitudes | * Customer focused * Professional approach, displaying honesty and integrity * Respect for customers and colleagues * Good communication skills | * Committed to continuous improvement in your skills and knowledge of job |
| Other requirements | * Able to demonstrate a good knowledge of housing policy at local and national levels * Full driving licence and use of own car | * Familiar with the principles of Community Regeneration and Wider Role |



Please read these notes carefully – they are to help you make the best of your application

1. The form should be typed or completed in black ink or black ballpoint pen for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. One of your references should be your present or most recent employer. If you have not been employed or been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

Please note that referees will be contacted prior to interview unless candidates indicate otherwise on the appropriate part of the Application Form.

1. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form and assess this against the Person Specification.
2. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work that you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, voluntary or paid, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
3. If you are short listed for interview, the Selection Panel will wish to discuss the areas covered in the Person Specification in more detail. In particular, the Panel will assess your commitment to and understanding of Diversity & Equal Opportunities.
4. If you are related to any members of staff, committee members, consultants, contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not be detrimental necessarily to your application.
5. If you are called for interview you will be required to complete a confidential Criminal Conviction Declaration Form.
6. A Disclosure Scotland check will be required to be completed for the successful candidate.



For Office use only:

**IN CONFIDENCE**

**PLEASE COMPLETE ALL SECTIONS**

**CV’s will not be accepted as substitutes for incomplete information.**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

The information provided within your application form will be processed in accordance with the Data Protection Act 1998 and GDPR Regulations 2018.

**Post Applied For:** Housing Officer

**Closing date for receipt of applications is:** 12 noon on Wednesday 14th June 2023

**Applications received after this time will NOT be considered**

***Personal Information***

|  |
| --- |
| Title: Surname: First Name:  Address for Correspondence:  Postcode:  Private Telephone Number: Mobile Number:  E-mail Address:  Your Daytime Telephone Number (on which a message may be left): |

***Committee Members***

|  |
| --- |
| Are you related to a member of our Management Committee  **YES NO**  **Please Note:** If you are related to a member of our Committee or someone who has been a member of our Management Committee in the past year, we are unable to progress your application as it is against the Entitlements, Benefits and Payments Policy and Rules to employ someone who is related to a Committee Member or has been a member of our Management Committee in the past year. |

***Relationship to Staff Members***

|  |
| --- |
| If you are related to any employee of Knowes Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details: |

***Assistance for people with disabilities***

|  |
| --- |
| We are committed to being an Equal Opportunities Employer and do not discriminate in any way.  If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt, for you, if you are called to interview or if successfully employed? Please give details below. |

***Referees***

|  |  |
| --- | --- |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Knowes Housing Association does not accept references from family members.  **Referees will not be approached prior to a conditional offer being accepted.** | |
| Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  **May we contact this referee prior to interview**  **YES NO** | Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  **May we contact this referee prior to**  **interview**  **YES NO** |

***Asylum & Immigration Act 2006***

The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the EU. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the EU. Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document [or combination of documents] indicated by the Act.

Do you currently have the right to work and live in the EU? **YES/NO** (please delete as appropriate)

***Declaration***

I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Post Applied For: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For Office use only:

***Secondary Education (please list subjects passed)***

|  |  |  |  |
| --- | --- | --- | --- |
| Standard/’O’Grade  or equivalent | Grade | Higher Grade  or Equivalent | Grade |
|  |  |  |  |

***Further Education***

|  |  |  |
| --- | --- | --- |
| University or Further Education Establishment | Course(s) &  Subjects Studied | Degrees, Diplomas, Certificates Obtained |
|  |  |  |

***Professional Qualifications***

|  |  |
| --- | --- |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution etc |
|  |  |

***Training Courses***

***(Please give details of any relevant short courses or training undertaken)***

|  |  |
| --- | --- |
| Course(s) Undertaken | Provider(s) |
|  |  |

***Computer Skills (please detail your experience)***

|  |
| --- |
|  |

***Driving Licence***

Do you possess a full current driving licence? **YES/NO** (please delete as appropriate)

Do you have access to a car for work purposes? **YES/NO** (please delete as appropriate)

Are you insured for Business purposes? **YES/NO** (please delete as appropriate)

***Present or Most Recent Employment***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name & Address of  Employer | Date From: |  | | Date To: |  |
|  | Position Held: | |  | | |
|  | Salary and other benefits/payments | |  | | |
|  | Notice Required: | |  | | |
|  | Reason for Leaving: | |  | | |
| Nature of Post (please describe your main duties): | | | | | |

***Employment History (In order of most recent first)***

|  |  |  |  |
| --- | --- | --- | --- |
| Name & Address of  Previous Employer(s) | From  Month/Year | To  Month/Year | Position Held, Main Duties and Reason for Leaving |
|  |  |  |  |

*Please continue on a separate sheet if necessary.*

***Additional Information***

|  |
| --- |
| **Please outline your relevant skills and experience for the post you are applying. Please ensure you relate your skills and experience to the job description and person specification. Continue on a separate page if necessary:** |

***Rehabilitation of Offenders Act 1974***

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

***Canvassing***

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

***Confirmation of Qualifications***

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

***Advertisement Source***

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Completed forms should be returned by e-mail to** [**asweeney@knowes.org**](mailto:asweeney@knowes.org)

**by 12 noon on Wednesday, 14th June 2023.**

Or by post marked Private & Confidential to:

**Amy Sweeney, Corporate Services/Compliance Officer**

**Knowes Housing Association**

**10 Field Road**

**Faifley, Clydebank**

**G81 5BX**

*(Please affix the required postage for weight/size of envelope if returning by post)*

*(If returning the application form by e-mail please note that there is no need to also post a hard copy. If shortlisted, you will be asked to sign your application form at interview.)*

**Please note: the closing date/time for receipt of applications is**

**12 noon on Wednesday, 14th June 2023.**

**The planned interview date for this post is Thursday, 22nd June 2023.**

 **Equality, Diversity, and Inclusion Monitoring Form**

**Information for those completing the form**

**Why are we asking for equality information?**

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

**What do we do with equality information?**

We use equality information for a range of purposes, including to help us to:

* protect and promote your rights and interests;
* promote equality objectives across our services;
* identify and address our customers’ needs, and improve our services; and
* identify and eliminate any form of discrimination.

**Do you need to answer every question?**

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

We may ask for some information in other forms where this is required by law. For example, where we need to know your age if you are applying for a home as only those over 16 years old can be registered on our housing list.

**How do we process your equality information?**

We process equality information strictly in line with data protection law, including by:

* processing your equality data confidentially;
* restricting access only to relevant staff members;
* retaining equality information only as long as necessary;
* sharing data only as lawfully permitted; and
* destroying data securely.

**Who do we gather equality information about?**

We gather equality information from:

* people who apply for a home;
* tenants;
* people who apply for a job with us;
* our employees;
* board and committee members; and
* elected members (in case of local authorities)

**Other formats**: We can provide this document in alternative formats and languages if required and more information to help you to complete the form is available [info@knowes.org](mailto:info@knowes.org) .

**Age**

***Alternative format:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please tick the band for your age:** | 16–24 |  | 25–34 |  |
| 35–44 |  | 45–54 |  |
| 55–65 |  | 65+ |  |
| Prefer not to say |  | | | |

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Buddhism: | | | | |  |
| Christianity | | | | |  |
| Catholic: |  | Protestant: |  | Other: |  |
| Hinduism: | | | | |  |
| Islam: | | | | |  |
| Judaism: | | | | |  |
| Sikhism: | | | | |  |
| Other religion (please state what this is): | | |  | | |
| No specific belief in religion (for example, atheism or agnosticism): | | | | |  |
| Other belief (for example, humanism): | | | | |  |
| Prefer not to say | | | | |  |

Disability

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you a disabled person? | Yes |  | No |  |

If yes, please tick the box which category you would use from the following list:

|  |  |  |
| --- | --- | --- |
| Autoimmune: (for example, multiple sclerosis, HIV, Crohn’s/ulcerative colitis) | |  |
| Learning difficulties: (for example, Down’s Syndrome) | |  |
| Mental health issue: (for example, depression, bi-polar) | |  |
| Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia) | |  |
| Physical impairment: (for example, wheelchair-user, cerebral palsy) | |  |
| Sensory impairment – hearing impairment | |  |
| Sensory impairment – visual impairment | |  |
| Other: If none of the categories above apply to you, please specify the nature of your impairment. | |  |
| Prefer not to say |  | |

Ethnicity

Please tick the box that best describes your particular ethnic group:

**African**

|  |  |  |
| --- | --- | --- |
| African, African Scottish or African British: | |  |
| Other African background (please specify): |  | |

**Asian, Scottish Asian or British**

|  |  |  |
| --- | --- | --- |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British: | |  |
| Indian, Indian Scottish or Indian British: | |  |
| Pakistani, Pakistani Scottish or Pakistani British: | |  |
| Chinese, Chinese Scottish or Chinese British: | |  |
| Other Asian background (please specify): |  | |

**Black or Caribbean**

|  |  |
| --- | --- |
| Caribbean, Caribbean Scottish or Caribbean British |  |
| Black, Black Scottish or Black British |  |
| Other Caribbean or Black background (please specify) |  |

**Mixed groups**

|  |  |
| --- | --- |
| Mixed or multiple ethnic group (please specify) |  |

**White**

|  |  |
| --- | --- |
| English |  |
| Gypsy Traveller |  |
| Irish |  |
| Polish |  |
| Roma |  |
| Scottish |  |
| Welsh |  |
| Other British |  |
| Other group (please specify your ethnic group) |  |
| Prefer not to say |  |

Marriage and civil partnership

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you presently in a civil partnership? | Yes |  | No |  |
| Are you presently married? | Yes |  | No |  |
| Prefer not to say | | | |  |

Pregnancy and maternity

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you pregnant? | Yes |  | No |  |
| Have you taken maternity or paternity leave in the past year? | Yes |  | No |  |
| Prefer not to say | | | |  |

Sex

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| What is your sex? | Female |  | Male |  | Intersex |  | |
| Prefer not to say | | | | | | |  |

Gender re-assignment (trans/transgender)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Do you consider yourself to be a trans person? | Yes |  | | No |  |
| Prefer not to say | | |  | | |

Sexual orientation

**What is your sexual orientation?**

|  |  |  |
| --- | --- | --- |
| Bisexual | |  |
| Gay man | |  |
| Heterosexual/straight | |  |
| Lesbian/ gay woman | |  |
| Other | |  |
| Prefer not to say |  | |

**Employee Fair Processing Notice**

(How we use employee information)

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. Knowes Housing Association (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5301532 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Claire Beckley, RGDP LLP, Level 2, One Edinburgh Quay, 133 Fountainbridge, Edinburgh, EH3 9QG, Tel No. 0131 222 3239

Any questions relating to this notice and our privacy practices should be sent to our DPO

1. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including Employment Agencies, pensions service): We will ask for your explicit consent to collect sensitive personal data.
2. Name
3. Date of Birth
4. Address
5. Telephone Number
6. E-mail address
7. NI number
8. Personal characteristics such as gender and ethnic group
9. Qualifications
10. Absence information
11. Marital status
12. Medical history
13. Next of Kin

We collect and use the above information and personal data for:

* 1. Administration of contracts of employment
  2. Payment of salaries
  3. Recruitment and selection
  4. Pensions and associated benefits, appraisal, training and development
  5. Membership of professional bodies
  6. Providing information to the Scottish Housing Regulator
  7. Reporting to Knowes Management Committee
  8. Audit purposes
  9. Insurance

1. We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

* To process your monthly salary payments;
* To allow your pension provider to process pensions information and handle your pension;
* To allow your electronic payslips to be produced and issued to you;
* Audit purposes
* To provide personal and company insurance
* If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

1. Your information will only be stored within the UK and EEA
2. When you give us information we take steps to make sure that your personal information is kept secure and safe. Please refer to Knowes Data Protection Policy
3. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Data retention guidelines on the information we hold is provided in our Data Protection Policy within the staff handbook.

1. You have the right at any time to:

* Ask for a copy of the information about you held by us in our records; and
* Require us to correct any inaccuracies in your information

1. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact our DPO

You have the right to complain to the Information Commissioner’s Office in relation to our use of your information.

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.