

# Job Application Pack

Housing Officer

Closing Date: 09.00am on Wednesday 4 June 2025

Interviews: Wednesday 25 June 2025



Co-operative and Communities Benefit Society No:2644R (S)  
Registered Charity No: SCO 35767  
Registration No:359

13 May 2025

Dear Applicant

**APPLICATION FOR EMPLOYMENT – HOUSING OFFICER**

Thank you for your interest in applying for the post of Housing Officer.

We have enclosed an application pack for the post. When completing your application, please include details of your skills, knowledge and experience you consider to be relevant to the job description and person specification for the post. Please remember, you may be able to demonstrate capabilities from personal interests or hobbies rather than your employment.

If you require any further information about the Partnership or this post, please do not hesitate to contact me, or you may wish to visit our website at [www.hebrideanhousing.co.uk](http://www.hebrideanhousing.co.uk).

Your completed application form should be returned to us no later than 09.00am on Wednesday 4 June 2025. Please send your application in MS Word format to [recruitment@hebrideanhousing.co.uk](mailto:recruitment@hebrideanhousing.co.uk).

Any applications received after this time cannot be considered. It is your responsibility to ensure that we have received your application. If you do not receive confirmation of receipt of your application form from us within 24 hours of sending it, please e-mail [recruitment@hebrideanhousing.co.uk](mailto:recruitment@hebrideanhousing.co.uk) to ensure it has arrived. In order to avoid last minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

Please note that we do not accept CV's and any which are submitted will not be included in the selection process.

Yours sincerely

Dena Macleod  
Chief Executive

## HOUSING OFFICER

- The post will be based in Stornoway
- Hours of Work: 35 hours per week
- Prior to appointment all successful job applicants are required to provide proof of their legal eligibility to undertake this type of work in the UK
- If successful at interview we will take up 2 references which must be satisfactory to us
- Probationary period - 6 months
- Closing Date: 09.00am on Wednesday 4 June 2025
- Interview Date: Wednesday 25 June 2025

## Background Information

HHP began providing housing services in September 2006 following a transfer of the housing stock from the local Council, Comhairle Nan Eilean Siar. We are a charitable not for profit Housing Association and we are registered with the Scottish Housing Regulator.

We have two offices, one in Stornoway and the other on Benbecula.



Our principal activity is the provision of affordable social rented housing and we manage over 2,200 homes throughout the chain of Hebridean islands.

We employ 46.5 full time equivalent staff.

Annually we spend on average £18m on repairs, investment and development

Map from WalkHighlands

### Vision

Our vision is to provide good quality and affordable homes and to secure consistently excellent housing services throughout the Outer Hebrides.

### Values

Our core value is Integrity which means we honour commitments made to our tenants and build trust. Our decision making processes are open and transparent.

Our five supporting values are:

**Customer Focus-Equal Opportunities-Quality of  
Service-Sustainability-Supporting Staff**



## Board

Our Board Members are:

Gordon Macleod (Chairman)

Calum Mackay (Vice Chair)

Fiona Macleod

Norman Macdonald

Duncan Macinnes

Iain M Macleod

Helen Mackenzie

Alison MacCorquodale

Valarie Russell

Gary Lamont

Colin Gilmour

## Executive Team

Our Executive Team Members are:

Dena Macleod      Chief Executive

John Maciver      Director of Operations

Donald Macleod      Director of Finance & Corporate Services

## Key Dates & Selection Process

Closing Date:      09.00am on Wednesday 4 June 2025

Interviews:      Wednesday 25 June 2025

## Interview Expenses

Where applicants are required to travel to attend interview we will reimburse reasonable travel and subsistence expenses incurred within the United Kingdom. All expense claims other than car mileage must be supported by receipts. All air travel should be approved prior to making a booking by contacting [recruitment@hebrideanhousing.co.uk](mailto:recruitment@hebrideanhousing.co.uk)

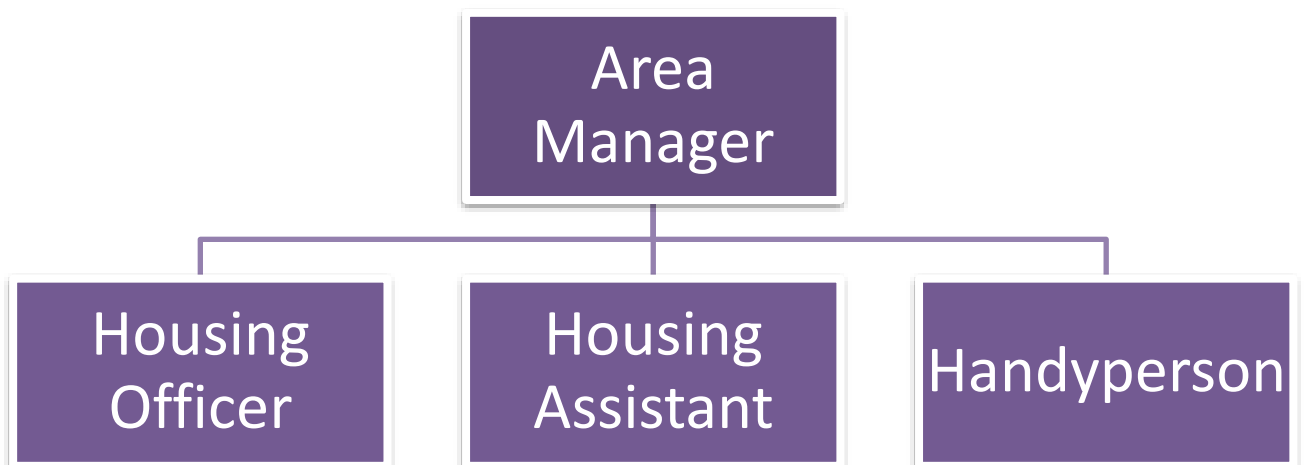
## JOB DESCRIPTION

<b>Job Title:</b>	Housing Officer (Lewis)		
<b>Department:</b>	Operations	<b>Post Reference:</b>	O407
<b>Date:</b>	May 2025		
<b>Grade:</b>	E		
<b>Responsible To:</b>	Area Manager (Lewis)		
<b>Responsible For:</b>	N/A		
<b>Reporting Office:</b>	Stornoway		
<b>Area Covered:</b>	Lewis		

### MAIN PURPOSE OF POST

Responsible for providing a housing and tenancy management service in a defined functional or geographic area, in line with the Partnership's policies and procedures and which puts customers at the heart of service delivery.

Proactively engage with service users to provide advice, support and assistance on a functional or geographic basis on the range of housing services.



## Key Responsibilities of the Post

### Corporate Responsibilities

- 1.1 To comply with all the Partnership's policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality
- 1.2 To embrace and promote the principals of tenant empowerment in all aspects of the post's duties

### Service Delivery

- 2.1 Responsibilities for management of an area **or** a function within housing and tenancy management services including:
  - Tenancy management and support
  - Estate management
  - Arrears recovery
  - Allocation of properties
  - Anti-social behaviour
- 2.2 Acting as key point of contact for service users to deliver a comprehensive service in a functional or geographic area
- 2.3 Ensuring compliance with the terms and conditions of tenancy requirements including serving Notices of Abandonment
- 2.4 Management of the allocations process from application to sign up of new tenants including the provision of benefit advice and arranging method of rent payment
- 2.5 Liaise with other agencies on housing and tenancy management issues and work with agencies to resolve issues
- 2.6 Meet performance targets and standards approved for management area
- 2.7 Monitor 3rd party contracts (e.g. grounds maintenance and leases to partner agencies)
- 2.8 Providing support to tenants and applicants as appropriate to address personal or life-style issues which affect their well-being or impact negatively on neighbours
- 2.9 Manage arrears cases with a focus on preventative action particularly in relation to Universal Credit claimants. Progress enforcement action in accordance with policy and procedures if necessary
- 2.10 Address anti-social behaviour seeking to achieve resolution or progressing enforcement action if necessary
- 2.11 Reporting routine repairs and carrying out post completion inspections as necessary
- 2.12 Undertaking home visits on request in respect of housing applications, new tenancies, service enquiries, complaints, allowances and compensation claims and appropriate follow up action
- 2.13 Authorising allowances to tenants in line with agreed procedures

## Key Responsibilities of the Post

- 2.14 Ensure housing areas are regularly inspected and that the environment is appropriately maintained. Take action to address environmental issues e.g. fly tipping, derelict vehicles and enforce individual tenants responsibilities
- 2.15 Working with others to promote, establish and support tenants and residents' associations to promote tenants participation more widely
- 2.16 Work closely with the Comhairle's Homeless Team in the delivery of support and rehousing of homeless people

### **Continuous Improvement**

- 3.1 Undertake appropriate training and continuous personal development
- 3.2 Identify service improvement opportunities in conjunction with the Area Manager

### **Finance**

- 4.1 Providing performance, financial and management information to the Area Manager





## REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
<b>C1 Integrity</b>	Personally, upholds a high standard of honesty and ethics in their everyday interactions with people. Is worthy of the trust of others.	Is fair in his/her expectations of others and behaves with equal fairness to others. Maintains organisational confidentiality.	Is ethical and honest in all his/her business dealings. Holds him/herself to a high standard and will do what is right in spite of the consequences for him/herself. Delivers what he/she has promised. Inspires others to have integrity.
<b>C2 Customer Focus/Service</b>	Is polite and professional at all times. Consistently does more than is required of them to ensure the customer is satisfied. Deals appropriately with challenge or conflict.	Anticipates customer needs and supports the delivery of services that exceeds customer expectations. Listens to and values customer feedback - proposing changes to service delivery to improve customer service.	Designs services around the needs of internal and/or external customers. Ensures information is gathered from customers about services to better meet their needs. Ensure customer service levels are appropriate and fulfilled.
<b>C3 Quality/ Excellence of Service/ Professionalism</b>	Applies discipline to their work activities looking for ways to improve the quality of service they deliver to customers - internal and or external. Improves their knowledge, understanding and skills through CPD.	Encourages others to have high quality standards in their work. Is personally committed to ensuring the quality of services provided to internal and/or external customers.	Leads others to ensure excellent service to internal and/or external customers. Holds colleagues to account developing a performance culture.

## REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
<b>C4</b> <b>Team Working/ Collaboration</b>	Works well with others listening to and valuing their input. Assists others in completing their tasks to support the achievement of team goals.	Fosters teamwork in others, promotes good team processes, is fair and objective and doesn't play favorites, holds team members accountable and sensibly assigns tasks according to ability.	Leads others in the team to accomplish team goals. Fosters and promotes an environment of collaboration, making the best use of the individual skills and abilities in the team. Is fair and objective and assumes personal responsibility for the success or failure of the team.
<b>C5</b> <b>Communications</b>	Communicate clearly and effectively with colleagues and customers - this may be verbally or in writing. Listens and is able to develop a rapport with others.	Takes responsibility for cascading/sharing information and corporate messages ensuring colleagues are kept informed in order to improve the working environment. Able to articulate ideas clearly in a logical way to ensure colleagues and customers fully understand.	Uses effective communication to influence colleagues and stakeholders. Understands their audience and adapts his/her communication as appropriate. Champions corporate communication.
<b>C6</b> <b>Representing the Organisation</b>	Always speaks positively about HHP to customers, colleagues and external stakeholders	Actively promotes a positive attitude and approach to HHP amongst customers, colleagues and external stakeholders, holding others to account.	Champions the HHP brand, vision and values both internally and externally. Actively promotes HHP and creates opportunities to do so. Develops positive relationships with external partners.

## REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
<b>C7</b> <b>Driving/ Delivering Results</b>	Is dependable and responsible. Finishes what he/she starts. Works on the right tasks.	Exerts the personal effort required to achieve results. Does not give up easily. Empowers others and supports them in order to overcome obstacles and complete tasks/achieve objectives.	Establishes or helps to establish business objectives. Challenges themselves and HHP to excel. Assumes personal responsibility for HHP's success

PERSONAL SPECIFICATION:			
Requirement	Ref	Essential	Desirable
<b>Knowledge &amp; Experience</b>			
A knowledge and an understanding of the working elements of a busy office environment where the emphasis is on customer focused services	E1	√	
Working knowledge of a range of ICT business systems and how they can contribute to high quality service delivery	E2	√	
Good knowledge of Scottish housing legislation and the regulations governing housing associations	E3	√	
Knowledge of how tenants can be brought into the decision-making process of a registered social landlord	D1		√
Broad understanding of homeless legislation in Scotland	D2		√
Some basic knowledge of dealing with contractors and the technical aspects of maintaining a stock of houses	D3		√
A working acquaintance of combating anti social behaviour agenda in Scotland	D4		√
<b>Education &amp; Qualifications</b>			
Good standard of education to at least HND level or equivalent	E4	√	
Willingness and capacity to undertake a housing related qualification within 3 years	E5	√	
Hold a full or part housing qualification	D5		√
<b>Skills &amp; Abilities</b>			
Communicate effectively both in writing and orally including compiling and presenting reports	E6	√	
Sensitivity, tact and diplomacy in dealing with difficult and sometimes stressful situations	E7	√	
A commitment to working with the general public and an enthusiasm for developing a high-quality service	E8	√	
Workload management skills and an ability to practice to meet deadlines	E9	√	

PERSONAL SPECIFICATION:			
Requirement	Ref	Essential	Desirable
Good numeracy and ICT skills	E10	√	
A proven ability to handle cash and undertake debt recovery work	D6		√
Skills needed to work with community-based groups ideally tenants' groups	D7		√
Other Requirements			
Hold a full driving licence and be able to provide own transport when required	E11	√	
Willingness to work out of normal hours as required with occasional overnight stays	E12	√	
Willingness to work out of doors sometimes in inclement weather or in houses which may be in an insalubrious condition	E13	√	
PVG	E14	√	
Gaelic speaker	D8		√

## SUMMARY OF MAIN TERMS AND CONDITIONS

A statement of the main terms and conditions of service will be supplied upon offer of appointment. The information given below is intended as a guideline for candidates.

<b>POST</b>	Housing Officer
<b>SALARY</b>	£39,174 to £45,171 (Inclusive of Distance Islands Allowance)
<b>HOURS</b>	35 hours per week, Monday to Friday but from time to time it may be necessary to work additional hours to complete your duties. We also have a Flexible Working Policy in place.
<b>OVERTIME</b>	As per Pay Policy
<b>FLEXI TIME</b>	The flexi system operates within a bandwidth of between 8.00 am to 6.00pm. All staff must take a minimum lunch break of 30 minutes. Core working hours will be 10.00am to 4.00pm Monday to Friday. The scheme is based on a monthly flexitime accounting period. At the end of the 4-week period there should be no more than 14 hours credit/7 hours debit
<b>FLEXIBLE WORKING</b>	As per Flexible Working Policy
<b>HOLIDAYS</b>	The annual leave year is from 1 January to 31 December. The annual leave entitlement is 33 days including statutory holidays rising to 39 after a 5 year period. Annual leave is calculated on a pro rata basis for part time staff and will be transferred into hours
<b>SICKNESS</b>	There is an Occupational Pay scheme for employees who have completed 26 continuous weeks work and the meeting of other conditions outlined in our Attendance Policy.

Continuous Employment	Full Pay Period	Half Pay Period
Less than 26 weeks	Nil	Nil
26 weeks or more but less than 1 year	5 weeks	5 weeks
1 year but less than 2 years	9 weeks	9 weeks
2 years but less than 3 years	18 weeks	18 weeks
3 years but less than 5 years	22 weeks	22 weeks
5 years and over	26 weeks	26 weeks

<b>PENSION</b>	Employees will be initially enrolled in the Highland Council Superannuation scheme. Employees contributions range from 5% to 12% depending on salary. Employers contribution to the Scheme is currently 18%.
<b>EQUAL OPPORTUNITIES</b>	HHP has an Equality and Diversity Policy in place and all employees are expected to develop an understanding of, and demonstrate a commitment towards equal opportunities
<b>NOTICE PERIOD</b>	4 weeks

**PROFESSIONAL  
SUBSCRIPTIONS**

We pay for one professional subscription fee if you are required to be a member of a Professional Institute or Association that has a direct link to your job.

**UNIFORM**

We wear a uniform which will be supplied on a two yearly cycle

**CYCLE TO  
WORK SCHEME**

The Cycle to Work Scheme offers tax incentives that enable you to enjoy savings on the price of a new bicycle (plus related safety equipment such as a helmet and a set of lights). You will have the opportunity to lease the bicycle of your choice via a tax-efficient salary sacrifice scheme

**STAFF POLICIES**

We have a range of special leave allowances for staff e.g. bereavement allowance. The Partnership pays maternity, paternity and adoption leave and some of these benefits are enhanced beyond statutory entitlements



## **APPLICATION FOR EMPLOYMENT GUIDANCE NOTES**

### **Please Read Before Completing The Application Form**

We wish to ensure that we do not ask for any unnecessary information which may suggest discrimination.

You are asked to tell us if you are currently eligible for employment in the UK. This is so that we can ensure compliance with the Immigration, Asylum and Nationality Act 2006 which requires organisations to ensure individuals to whom they are offering employment have permission to work in the UK e.g. they hold a British Passport/Birth Certificate/Work Permit etc. If appointed, you will be required to produce such evidence.

Please do not submit a CV or submit the same application form for more than one job. Applications received after the closing date will not be accepted.

### **General**

#### **1. Information Pack**

All information packs contain an application form, covering letter, job description, equal opportunities monitoring form and person specification and where applicable, additional information on the area and the post.

#### **2. Equal Opportunities Policy & Monitoring Form**

The Partnership is committed to offering equality of opportunity in employment regardless of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion/belief, sex, sexual orientation.

We would therefore ask you to please complete the monitoring form to help us ensure that we are reaching all sections of the community, and to check the effectiveness of our recruitment practices.

The form will be parted from the application form and is not used in any way for selection purposes. All information will be treated in the strictest confidence, in line with requirements of the General Data Protection Regulation, and will not affect your application.

#### **3. Job Sharing**

Job sharing is the voluntary sharing of the duties and responsibilities of one full-time job. General posts may be considered suitable for job sharing unless the Partnership demonstrates that it is not practicable to share a particular post.

1. Applications for Job Sharing can be made by 2 candidates applying jointly for a vacant post and both may be successful.
2. One successful candidate appointed to a vacant post on a job share basis and the remaining portion advertised; and
3. Two candidates applying independently of each other appointed to a vacant post on a job share basis subject to both satisfying the requirements of the job.

#### **4. Relocation Package**

In relation to qualifying posts, removal expenses and lodging allowance may be payable. This post is not a qualifying post.

#### **5. Smoking Policy**

The Partnership operates a 'No Smoking Policy' which means smoking is only allowed in designated areas.

#### **6. Interview**

You will normally be given 2 weeks notice of the interview date, unless, in exceptional circumstances, interview arrangements cannot be changed.

Interviewees will be required to provide evidence of any appropriate qualifications or diplomas referred to in the person specification during the interview. This also applies to membership of any professional associations.

Due to current restrictions interviews for this post will be held using MS Teams, please let us know if you think this would cause you a problem if you were selected for interview.

#### **7. Complaints**

Applicants for posts with the Partnership have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. Any complaints must be lodged in writing with the Chief Executive. Your complaint will be investigated thoroughly and a statement on the outcome of the investigation will be made available to you.

## **Application Form**

### **1. Disabled Applicants (Section 3)**

A disability or health problem does not preclude prospective applicants for consideration for a job and applications are encouraged from disabled persons. You are asked to indicate in Section 3 of the main application whether your disability prevents you from undertaking any of the duties of the post and why. Disabled applicants who meet the essential criteria of a vacant post are guaranteed an interview. You are also asked in Section 3 to indicate any arrangements which may need to be made in order for you to attend an interview. The Partnership recognises its legal obligation not to discriminate unfairly against people with disabilities and to make a 'reasonable adjustment' if the work premises or working arrangements place a disabled person at a substantial disadvantage compared to a non-disabled person.

### **2. Referees (Section 5)**

Referees will not be approached prior to a conditional offer being accepted.

### **3. Education & Training (Section 7)**

If you are selected for interview you will be required to provide evidence of any appropriate qualifications or diplomas referred to in the Person Specification during the interview. This also applies to membership of any professional associations.

### **4. Employment Record (Section 8)**

Please ensure your employment details and dates showing periods of unemployment, domestic activities or voluntary work are continuous. Document your major responsibilities, starting with your current employer.

### **5. Employment with Hebridean Housing Partnership (Section 10)**

This section offers you the chance to promote yourself and demonstrate the relevance of your application against what is required in the person specification. Please make sure your answer is clear and legible and continue on two sides of an A4 sheet, if necessary.

## **6. Criminal Convictions (Section 13)**

### **Convictions Not Spent**

You must list any convictions that are still current under the Rehabilitation of Offenders Act (1974). These will not be taken into consideration unless they are relevant to the duties of the post. Please tick 'YES' and list any convictions if you have any. If you have no current convictions or cautions tick 'NO'.

### **Spent Convictions**

If the post you are applying for involves the following activities it is exempt under the Rehabilitation of Offenders Act. This means that you must tell us about all convictions and cautions – even from a long time ago.

These posts are those with regular, unsupervised access to:

### **Children and/or Vulnerable Adults**

If you are applying for this type of post and are successful, you will be asked to join the PVG (Protection of Vulnerable Groups) Scheme. If you are already a member of this you will be asked to apply for a Scheme Record update.

### **Disclosure**

A standard disclosure will be carried out for all successful candidates. If an enhanced disclosure is required you will be informed of this at your interview.

### **How Long Is A Rehabilitation Period?**

This depends on the sentence given. For a custodial sentence, the length of time actually served is irrelevant. The rehabilitation period is decided by the original sentence and commences on the date of conviction.

### **Sentences of more than 2 ½ years can never become spent**

Other sentences become spent after a fixed period from the date of conviction. Detailed overleaf are some examples:

Sentence	Rehabilitation Period	
	Aged 17 or over when convicted	Aged under 17 when convicted
Prison (immediate or suspended sentence) or youth custody more than 6 months and not exceeding 2 ½ years	<b>10 Years</b>	<b>5 Years</b>
Prison (immediate or suspended sentence) or youth custody 6 months or less	<b>7 Years</b>	<b>3 ½ Years</b>
Fine or community service order	<b>5 Years</b>	<b>2 ½ Years</b>
Absolute discharge	<b>6 Months</b>	<b>6 Months</b>
There are sentences for people under 21 for which there is no variation in the rehabilitation period according to the age when convicted. These are:-		
Borstal (replaced by youth custody in May 1983)	<b>7 Years</b>	
Detention Centres	<b>3 Years</b>	

## 7. Relationship To Board Member/Senior Officer (Sections 15 & 16)

You are asked to indicate whether you are related to a Board Member/Senior Officer. A Senior Officer is a Director or above. This is so that any persons listed will not take part in your possible appointment and that, in terms of the appropriate Standing Order, any relationships to a successful postholder are reported to the appropriate Committee.

## 8. Canvassing (Section 17)

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

## **HHP's GDPR Guidelines**

### **Job Applicant Data Policy**

This document sets out HHP'S policy on the protection of information relating to job applicants. Protecting the confidentiality and integrity of personal data is a critical responsibility that HHP takes seriously at all times. HHP will ensure that data is always processed in accordance with the provisions of relevant data protection legislation, including the General Data Protection Regulation (GDPR).

### **Processing of Personal Data**

The Partnership is permitted to process Personal Data on behalf of data subjects provided it is doing so on one of the following grounds:

- Processing with the consent of the data subject (see clause 4.6 hereof);
- Processing is necessary for the performance of a contract between the Partnership and the data subject or for entering into a contract with the data subject;
- Processing is necessary for the Partnership's compliance with a legal obligation;
- Processing is necessary to protect the vital interests of the data subject or another person;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of the Partnership's official authority; or
- Processing is necessary for the purposes of legitimate interests.

### **Personal Data**

"Personal Data" is that from which a living individual can be identified either by that data alone, or in conjunction with other data held by the Partnership.

### **Archiving, Retention & Destruction of Data**

The Partnership cannot store and retain Personal Data indefinitely. It must ensure that Personal data is only retained for the period necessary. The Partnership shall ensure that all Personal data is archived and destroyed in accordance with the periods specified within our Data Retention Schedule which will be appended to our Privacy Policy on our website.

## Subject Access Requests

- Certain rights are provided to data subjects under the GDPR. Data Subjects are entitled to view the personal data held about them by the Partnership, whether in written or electronic form.
- Data subjects have a right to request a restriction of processing their data, a right to be forgotten and a right to object to the Partnership's processing of their data. These rights are notified to the Partnership's tenants and other customers in the Partnership's Fair Processing Notice which can be found on our website.
- If you would like to exercise any of your rights above please contact us at [dataprotection@hebrideanhousing.co.uk](mailto:dataprotection@hebrideanhousing.co.uk)