

January 2022

Dear Applicant,

Post of: CUSTOMER SERVICE ASSISTANT, PART TIME, JOB SHARE – FIXED TERM UNTIL 31st JULY 2022

Thank you for your interest in employment with West of Scotland Housing Association. I am pleased to enclose an application pack for the above vacancy which contains the following documents:

- Guidance Notes on completing the Application Form
- Equal Opportunities
- Job Description and Person Specification
- Summary of Terms & Conditions of Employment
- Background Information
- Recruitment Charter
- How we use your Personal Information

Please also download an application form and equal opportunities form. Please contact vacancies@westscot.co.uk immediately if any of the above materials are missing. It should be noted interview candidates will be required to complete

Please complete the Application Form and Equal Opportunities Form as soon as possible and return it to vacancies@westscot.co.uk or our address on the application form, by no later than Wednesday 26th January 2022 at 12 noon. As we are working out of the office, where possible, please email your application as a word document, preferably with an electronic signature or confirmation of the application being true and complete stated in the email. Please note that the office is presently closed so we cannot accept hand delivered applications.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form.

You should complete all sections of the application form and will need demonstrated how you meet the essential job requirements to be considered. You should also note that curriculum vitae and supplementary material will not be considered.

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Please note provisional interview date is – Friday 11th February 2022

I hope that the information supplied is of help to you. If you have any queries, please do not hesitate to contact me on 07957 323 758

Yours sincerely

HR Team

Equal Opportunities Form

The West of Scotland Housing Association values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Comments, Complaints and Compliments procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.

Guidance Notes for Applicants on Filling in the Application Form

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

1. The form should be completed in black ink for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. 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. You will need demonstrated how you meet the essential job requirements to be considered for the post.
4. The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
5. If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
6. Candidates must declare on their application form if you are related to any members of staff, management committee member, consultants or contractors or suppliers to the Association. This will not necessarily be detrimental to your application.
7. All personal details will be removed, and applications are anonymised for the short-listing process
8. The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
9. As part of our Equalities Policy, WSHA is a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
10. WSHA is keen to be an inclusive organisation, so we encourage candidates with disability to contact us if there are adjustments / assistance that we can provide to enable an application.
11. Please contact us if you require application information in a different format.
12. All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
13. Many of our positions are conditional on a Disclosure Scotland check being obtained. Further information on applying for the correct level is provided to the successful candidate.
14. Where possible, please email your application as a word document, preferably with an electronic signature or confirmation of the application being true and complete stated in the email.

JOB DESCRIPTION

Job Title: Customer Service Assistant, Part time, Job share

Department: Corporate Services

Grade: EVH 5

Responsible to: Customer Service and Engagement Team Leader

Job Purpose:

The post holder will be responsible for ensuring efficient and high-quality customer service in line with West of Scotland Housing Association values by supporting our Customer Services team. This role will be part of a wider team who will be the first point of contact for our customers and will include responding and dealing with incoming calls, emails and social media enquiries. The postholder will also carry out housing management administration and assisting with customer engagement and organisational communications.

Main Responsibilities

- Provide reception cover in the office as part of a team rota
- Answer incoming calls to main office number and answer and co-ordinate queries as required
- Monitor information email inbox and where unable to assist, direct to appropriate staff member.
- First point of contact for housing advice, anti-social behaviour and estate management
- Provide in-depth Housing Options advice on a range of issues to customers, liaising with other agencies to undertake support assessments with applicants to work towards tenancy sustainment and seek to reduce the levels of homelessness.
- Manage housing keeping for office reception area – opening and closing the office, ensuring area is clean, tidy, and welcoming and relevant leaflets are all up to date as required.
- Track and monitor complaints to ensure that they are being responded to within targeted timescales and in line within our complaints handling processes.
- Monitor and respond to social media enquiries
- Promote use of Customer App.
- Monitor and respond to Customer App messages and manage live chat function
- Assist the Communications & PR Co-ordinator to maintain the West of Scotland Group website, social media platforms and Intranet.
- Provide administration support to the Customer Service & Engagement Team Leader in respect of customer engagement activities.
- Co-ordination of incoming and ongoing mail with a focus on moving to more digital processes in line with our Digital Strategy.
- Assist with logging repairs as required (repairs overflow)
- Administration of the housing application process – issue, process and review
- Develop and administer key process
- Deal with general housing and tenancy enquiries e.g. housing advice, tenancy changes, permissions requests
- Make referrals to Willowacre Trust services

- Raise/issue Housing Services Recharges
- Deal with first point of contact customer income queries e.g. requesting payment card, taking one of payments, setting up or changing direct debits/standing orders, issue rent statements

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Person Specification

Job Title: Customer Service Assistant

Reporting to: Customer Service and Engagement Team Leader

Criteria	Ass Method	E	D
Values			
Customer Centred Approach, able to undertake difficult conversations, with diplomacy and tact	AF & I	*	
Willingness to Help, Kindness and Empathy	AF & I	*	
Honest & Integrity, able to deal with sensitive issues, being ethical and remaining confidential	AF & I	*	
Inclusive Approach, treating all customers with respect and understanding different needs	AF & I	*	
Skills & Qualities			
Proficient IT skills in Microsoft word processing, spreadsheets and email and ability to understand and use corporate data management systems	AF & I	*	
A methodical and flexible approach to organising and prioritising a varied workload and meet frequent and multiple personal and team deadlines	AF & I	*	
Ability to monitor and co-ordinate various social media platforms e.g. Facebook, Twitter and digital service delivery e.g. Customer App	AF & I	*	
Good interpersonal skills with the ability to liaise effectively and work in partnership with internal and external customers and agencies	AF & I	*	
Ability to demonstrate a proactive approach to problem solving	AF & I	*	
Ability to work well as part of a team	AF & I	*	
Self-motivated with the ability to work using own initiative including good judgement of when to escalate more difficult complaints	AF & I	*	
Knowledge of housing processes	AF		*
Qualifications			
Educated to a minimum of National 5 English (or equivalent)	AF & I	*	
Possession of Customer Service SVQ Level 3 (or equivalent relevant qualification or experience)	AF & I		*

Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criteria is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

Assessment Method -Applicants should note that the method of assessing individual applications is given in the assessment column (**ASS Method**) as follows: AF – Application Form; I-Interview, P – Presentation, PSY – Psychometric testing

Summary of Principal Terms and Conditions of Employment

West of Scotland Housing Association is a member of Employers in Voluntary Housing (EVH) and the terms and conditions for this job largely follow EVH terms. A summary of the principal areas are as follows:

Post:	Customer Service Assistant
Salary Scale:	£25,044 - £27,832 per annum pro rata
Contract:	Fixed term until 31 st July 2022
Hours of Work:	Part time, job share
Place of Work:	Camlachie House, 40 Barrowfield Drive, Glasgow, G40 3QH
Annual Leave:	25 days (part time staff pro rata)
Public and General Holidays:	15 days (part time staff pro rata)
Pension:	The Association is a member of The Pensions Trust contributory pension scheme. The Defined Benefits scheme is currently under review.

This summary is for general guidance only and will not form part of the contract of employment.

Appointment salary is normally at the bottom point of the grade, although previous experience and skills will be taken into consideration.

Any offer of employment will be subject to satisfactory references, eligibility to work in the U.K., proof of qualifications and where appropriate a satisfactory disclosure report.

Background Information

Overview

West of Scotland Housing Association (WSHA) strives to be more than just a landlord. With over 50 years of history, what sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to their needs as their lives change.

We provide around 3,500 homes across the West of Scotland and go further to provide housing you can call home. We have a wide range of homes to suit tenants at every stage of their life including tenement flats, family homes, amenity properties and sheltered housing.

Our Vision

We go further to provide housing you call home.

Our Values

To support our customers and communities by:

- Being adaptable and flexible in meeting their needs
- Empowering and providing opportunities to help them grow
- Creating a sense of belonging
- Engaging and connecting with others who can help

WSHA strives to achieve value for money in all of our activities and our overall aim is to have innovative and exciting communities where people want to live and thrive.

Willowacre Trust

Willowacre Trust is the charitable subsidiary of WSHA and has been working to tackle social disadvantage for over 50 years. Willowacre Trust is committed to the delivery of projects and services which offer additional support and opportunities to WSHA tenants with the overall aim of positively impacting on our tenants' lives.

Services delivered within communities include:

- Community centres, multi-use games areas and urban green spaces.
- The Imagination Library
- Community events
- Starter packs, food parcels and fuel top ups
- Older people's services within sheltered housing.
- Money and Energy Advice provided from dedicated officers supports issues relating to personal debts, budgeting, and fuel debt, switching tariffs and heating systems.
- A Handyperson Service is also offered to older tenants or families who are vulnerable.



Recruitment Charter

West of Scotland Housing Association is committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

- You will be treated in a polite, helpful and friendly manner at all times.
- When you request a recruitment pack, it will be sent out by the end of the next working day.
- Please send a stamped addressed envelope with your application if you would like an acknowledgement that we have received it. Emailed applications will be acknowledged by return.
- The information you provide will be treated in confidence and with discretion.
- We welcome applications from people who self-identify themselves as disabled and guarantee an interview to those who meet the essential job criteria. If you have indicated that you require particular arrangements, you will be asked in your interview letter to contact us to discuss your requirements.
- We will normally advise you within four weeks of the closing date if you are not selected for interview.
- We will normally advise you within three weeks of the closing date if you are invited to interview.
- We will normally give you at least one week's notice of the interview and we ask that you promptly confirm your attendance or otherwise. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.
- The selection process will be conducted in a professional manner, and we will provide you with sufficient information to enable you to make an informed choice regarding the position for which you have applied.
- If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within three weeks of the conclusion of the interviews.
- If you have been unsuccessful at interview, we will normally advise you in writing within two weeks.
- On request, we can give you constructive feedback on your interview.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Comments, Complaints and Compliments procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.

WEST OF SCOTLAND HOUSING ASSOCIATION LIMITED

HOW WE USE YOUR PERSONAL INFORMATION

We, West of Scotland HA, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), Jennifer Cairns, who ensures that we comply with data protection law. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at jennifer.cairns@westscot.co.uk; telephone on 0141 550 5625; or writing to: The Data Protection Officer, West of Scotland Housing Association Limited, Camlachie House, Barrowfield Drive, Camlachie, Glasgow, G40 3QH.

You can also contact us by: e-mail at info@westscot.co.uk; telephone on 0141 550 5600; or writing to: West of Scotland Housing Association Limited, Camlachie House, Barrowfield Drive, Camlachie, Glasgow, G40 3QH.

Your attention is particularly drawn to section 3 of this statement, which confirms that you consent to your personal information and sensitive personal information being held and used by us as described in section 2 of this statement.

1. What personal information do we hold and use about you?

While we anonymise applications for employment prior to assessment, we may need to hold and use the personal information that you provide to us as part of your application and / or other personal information that we may obtain about you from you (for example, during an interview) and from third parties (including referees and recruitment agencies, if applicable). This includes your:

- name;
- contact information;
- date of birth;
- gender;
- identification documentation, such as your passport and / or driving licence;
- employment history and experience, including job titles, duties, salaries, skills gained and reasons for leaving;
- education, qualifications, training courses completed, and professional memberships held (including copies of certificates);
- responses to questions in the application form which allow us to compare your experience, skills and knowledge with our requirements;
- relationship (if any) to our staff, Board members, suppliers, consultants or contractors;

- hobbies and interests;
- referees' names, contact details and job titles;
- results of psychometric testing (if applicable);
- nationality and immigration status and right to work in the UK (including relevant supporting documentation);
- sensitive personal information about your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions (where you choose to share this with us as part of your application); and
- criminal records information, including Disclosure Scotland and / or Protecting Vulnerable Groups scheme checks (if relevant to the position that you are applying for).

The law requires you to provide certain of the above personal information to allow us to verify your right to work in the UK and to assess your suitability for the position applied for. If you do not provide us with this personal information, we may not be able to process your application successfully and / or take it further.

2. Why do we hold and use this personal information about you?

We hold and use this personal information to:

- carry out the recruitment process and assess your application for employment;
- verify the qualifications information provided by you;
- verify the criminal records information provided by you;
- carry out right to work and other statutory background checks;
- shortlist for and arrange an interview with you (if applicable);
- comply with legal requirements when arranging an interview with you (if applicable);
- comply with our equal opportunity monitoring obligations;
- communicate with and inform you of the outcome of the recruitment process;
- obtain references about you from your referees (if applicable); and
- protect and defend our legal rights in the case of a dispute between us.

3. What is our legal basis for holding and using your personal information?

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include:

- complying with the laws that apply to us, such as to check your eligibility to work in the UK and to make appropriate adjustments to comply with disability discrimination and accessibility laws when arranging an interview with you (if applicable);
- taking steps to enter into an employment contract with you, if your application is successful; and
- protecting our legitimate interests – in the highly unlikely event that we do not have another legal reason, we may have a legitimate interest in handling and using your personal information. In those circumstances, we will always consider your legitimate interests in the protection of your personal information and will balance those against our own legitimate interests in handling and using your personal information for the purposes described in section 2 of this statement.

In very limited circumstances, we may rely on your consent as the legal reason. By providing us with your personal information and sensitive personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions) and the personal information and sensitive personal information of other individuals (including your referees), you:

- consent to it being used by us as described in section 2 of this statement; and
- confirm that you have informed the other individuals if they are of 12 years old and above of the content of this statement and they have provided their consent to their personal information and sensitive personal information being used by us as described in section 2 of this statement.

You and the individuals have the right to withdraw your consent to us holding and using your and their personal information and sensitive personal information by contacting us. Once you / they have withdrawn your / their consent, we will no longer use your / their personal information and sensitive personal information for the purpose(s) set out in section 2 of this statement, which you originally agreed to, unless we have another legal reason for doing so.

4. Who do we share your personal information with?

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- our consultants, advisers and IT service providers;
- our solicitors;
- your referees; and
- Disclosure Scotland.

5. How long do we keep your personal information?

We keep the personal information that we obtain about you during the recruitment process for no longer than we need to meet any legal, accounting, reporting or regulatory requirements.

We keep recruitment information (including interview notes) for 6 months after the recruitment process has been completed. We will only keep recruitment information for successful applicants for longer than this that is relevant to their employment.

More information is contained in our data retention policy, which is available by contacting our DPO.

6. What rights do you have in relation to your personal information that we hold and use?

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of any changes. Under certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold about you.
- Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws.
- The transfer of your personal information to another organisation.
- That you are not subject to a decision solely taken by computer which produces legal consequences for or otherwise significantly affects you.

You can also object to us holding and using your personal information where our legal reason is a legitimate interest (either our legitimate interests or those of a third party).

Please contact our DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

7. Feedback and complaints

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

8. Updates to this statement

We may update this statement at any time, and we will provide you with an updated version when required to do so by law.

Last updated: January 2022