



# Application Pack

July 2024

Dear Applicant,

## **Post of Senior Concierge Officer**

Please find enclosed the Application Pack for the above post.

Please return completed applications and equality monitoring forms to [\*\*recruitment@wwhc.org.uk\*\*](mailto:recruitment@wwhc.org.uk)

**By 12 noon on Friday 2<sup>nd</sup> August 2024**

Please do not include a C.V.

If you have any questions or would like further information, please do not hesitate to contact the office.

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Thank you for your interest and we look forward to receiving your application.

## **Background Information**

West Whitlawburn Housing Co-operative (WWHC) was formed in 1989 through large-scale voluntary transfer with the main aim at the time being the rehabilitation of the housing stock and to address the social problems in the area. WWHC is a fully mutual housing co-operative, registered under the Co-operative and Community Benefit Societies Act 2014, a Registered Scottish Charity and a Registered Social Landlord (RSL), registered with the Scottish Housing Regulator. We are VAT registered and our turnover for the year ended 31 March 2023 was £4.8 million.

We own and manage 704 homes in Cambuslang, South Lanarkshire. 432 are multi storey flats (61%), 112 are low-rise flats and we have 160 properties, which are a mix of terraced and semi-detached houses and 16 cottage flats.

All the multi storey and low-rise properties are late 1960s systems build design and have undergone major refurbishment and improvement work over the years.

We have built a solid track record of driving positive change in the community through housing led regeneration and good service provision and we enjoy an excellent reputation.

The Co-operative has a management committee, all of whom are tenants, and prides itself on tenant control with high quality service delivery. Our Rules allow for 15 Management Committee members who are unpaid and give their time and commitment on a voluntary basis. They are supported through training and development to ensure the skills and experience are in place to guide the Co-operative forward.

We employ a dedicated and experienced staff team, 13 of whom provide our 24/7 Concierge Service which has been in place since 1996. This service has been integral in transforming our housing stock into safe and desirable homes for our tenants. Community safety is at the heart of the service providing various community supports such as support for vulnerable tenants, dealing with anti-social behaviour and providing an immediate response to smoke detector activations in the multi storey blocks.

We have worked to invest in our homes over the years but we also place importance on wider community regeneration as we commit to making West Whitlawburn a safe and secure place to live now and in the future.

West Whitlawburn Housing Co-operative has a strong record of accomplishment of successful delivery of services and physical and social improvement projects, which have made a great difference and there, is a real feel of a strong and vibrant community.

## **Job Advert**

### **Senior Concierge Officer**

#### **Salary EVH TAS5 £30,165**

West Whitlawburn Housing Co-operative is a Fully Mutual Housing Co-operative operating in Cambuslang with over 700 tenants.

We are seeking a Senior Concierge Officer to join our team, who is passionate about the highest possible levels of service, local control and accountability.

Reporting to the Concierge Manager, you will be the Senior in a Concierge team leading the delivery of all Concierge functions, which is a 24-hour service. You will work with colleagues to ensure WWHC provides a responsive and customer-focused tenant support service.

The successful candidate must be able to meet the high expectations of our service users. This post requires someone who is experienced in delivering excellent customer services and understands the challenges involved. You will have good communication skills and a flexible and enthusiastic approach is essential. This post requires a hands on approach with manual duties being carried out daily.

You will be required to work a mix of day and night shifts

If you feel you have the necessary skills and experience and you'd like to work in a forward thinking, well established organisation then we'd like to hear from you.

Please visit our website [here](#) for an application pack

Please return completed applications to [recruitment@wwhc.org.uk](mailto:recruitment@wwhc.org.uk)

Closing date for applications is **12 noon on Friday 2<sup>nd</sup> August 2024**

West Whitlawburn Housing Co-operative is an Equal Opportunities Employer and we welcome applications from all sectors of the community.

We accept direct applications from candidates only. CVs will not be considered.

## Job Description

Title	Senior Concierge Officer	Responsible to	Concierge Manager
Salary	£30,165 EVH TAS 5	Responsible for	Concierge Team

## Summary

The Senior Concierge Officer is responsible for ensuring a high quality 24-hour concierge service is provided to our tenants.

The Concierge team plays an important role in ensuring the Co-operative's properties are safe, secure, clean and well maintained.

The role involves a range of cleaning and minor repair work, call handling and CCTV monitoring, responding to emergencies and incidents of anti-social behaviour, carrying out security patrols and inspections and supporting tenant and resident safety.

## Key Senior Duties

**In addition to Concierge Officer duties below, the Senior Concierge Officer will:**

- Deputise for the Concierge Manager as required.
- Lead and manage a concierge team ensuring all policies and procedures are correctly implemented.
- Ensure that targets and performance standards are met by way of inspections and supervision.
- Maintain accurate records, logs and inspection reports.
- Ensure all cleaning duties are effectively carried out on a daily basis in accordance with work rotas.
- Ensure all external common areas, are kept clean, tidy and free of hazards including abandoned cars, rubbish and graffiti.
- Identify staff performance issues and highlight where training needs are identified or disciplinary action is appropriate.
- At all times effectively promote high quality customer service and tenant welfare.
- Improve and enhance the service wherever possible.
- Ensure effective communication within the concierge team and throughout the organisation as a whole. Take specific responsibility for effective communication with housing management staff through incident reports ensuring that full information is provided in all required handovers and logs.
- Control and order materials, and operate inventory and stock control measures.
- Arrange cover for holidays, sickness and other absences as required.
- Ensure the effective implementation of landing cleaning procedures.

- Deal with emergency situations as they arise taking responsibility for ensuring procedures are followed and take responsibility for the effective liaison with the police and other agencies.
- Control, supervise and implement all necessary procedures in relation to housing alarms services.
- Issue key fobs and maintain accurate computer records.
- Promote good working practice in all aspects of concierge activity and ensure health and safety requirements are met.
- Carry out risk assessments with staff where necessary and ensure all concierge staff are trained in all areas of H & S relevant to their jobs including use of cleaning materials, safety when working alone on the estate.
- Attend staff meetings as required.

## Operational Responsibilities

### Security

- Take effective action to ensure maximum security for all residents and to respond immediately to security breaches and alarm activations in line with policy.
- Supervise, action and monitor all aspects of security on the estate by analysing the information provided by CCTV.
- Liaise closely with other sections and agencies and in particular with the emergency services.
- Promote the Co-operative's values at all times
- Respond to tenants calls at concierge station.
- Provide a reception service to all visitors.
- Respond to smoke alarm activations as required

### Cleaning and Environmental work

- Ensure all areas are cleaned and maintained to a high standard
- Ensure internal common areas are kept clean, tidy and free of graffiti including stairwells, laundries and bin areas.
- Ensure all external common areas including car parks and grassed areas are kept clean, tidy and free of graffiti and rubbish.
- Check for and deal with chute blockages and ensure bins are emptied regularly and well maintained.
- Remove snow and ice from pathways and grit all external common areas when required.
- Ensure appropriate storage and disposal of bulk refuse items

### Record Keeping and Reports

Report, record and action the following:

- All repairs in common areas and advised by tenants
- All security breaches and incidents
- Any suspected abandoned property

- All tenants complaints and breaches of tenancy in line with the Co-operative's Estate Management Policy
- Any suspicious behaviour by persons on the estate.
- Instances where tenants living alone have not been recently seen.

#### Checks and Inspections

Carry out daily checks on the following and action/report faults:

- All areas for common repairs
- Fire-fighting, fire precaution equipment, fire doors and fire switches
- Lifts, lift levels and safety edges
- Dry risers, extractor units, tank rooms, switch rooms
- Landings

#### Housing Alarms

Provide an effective housing alarm service to vulnerable and infirm tenants in line with policy which includes:

- Respond to emergency calls, administer first aid as required and contact emergency services
- Carry out equipment checks, update information and carry out test calls as required
- Identify vulnerable and elderly tenants who may require a housing alarm installed

#### Tenant Assistance

- Provide a landing/stair cleaning service for elderly or infirm tenants and void houses in accordance with the established rota.
- Carry out regular security checks to houses where tenant is known to be absent from the property.
- Assist vulnerable tenants with minor jobs as deemed appropriate by the Concierge Manager.
- Assist residents in West Whitlawburn to enjoy the highest possible quality of life and residential environment.
- Respond to and record incidents of anti-social behaviour
- Assist colleagues and contractors to identify and resolve water ingress and other issues
- Accept complaints from tenants and ensure they are logged appropriately

#### Estate Management

- Assist the Property Services team with monitoring the performance of all contractors
- Accompany Housing Officers on accompanied viewing.
- Carry out minor empty house and lock up clearances

## General Responsibilities

- Comply with all health and safety at work policies and procedures and guidelines
- Keep up to date with relevant policies at an organisational and local level.
- Attendance at training events and meetings as appropriate, some of which will be out with normal working hours.
- Actively promote the Equality and Diversity Policy and practice as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Ensure that manual and computerised records are kept up to date and in accordance with the Co-operative's Privacy Policy and procedures.
- Contribute to WWHC's tenant information provision
- Work any shift as instructed and to provide flexibility when shift changes are required. Any change of shift pattern will be instructed giving no less than 24 hours notice.
- Any other reasonable instruction as issued by the Concierge Manager commensurate with the post.

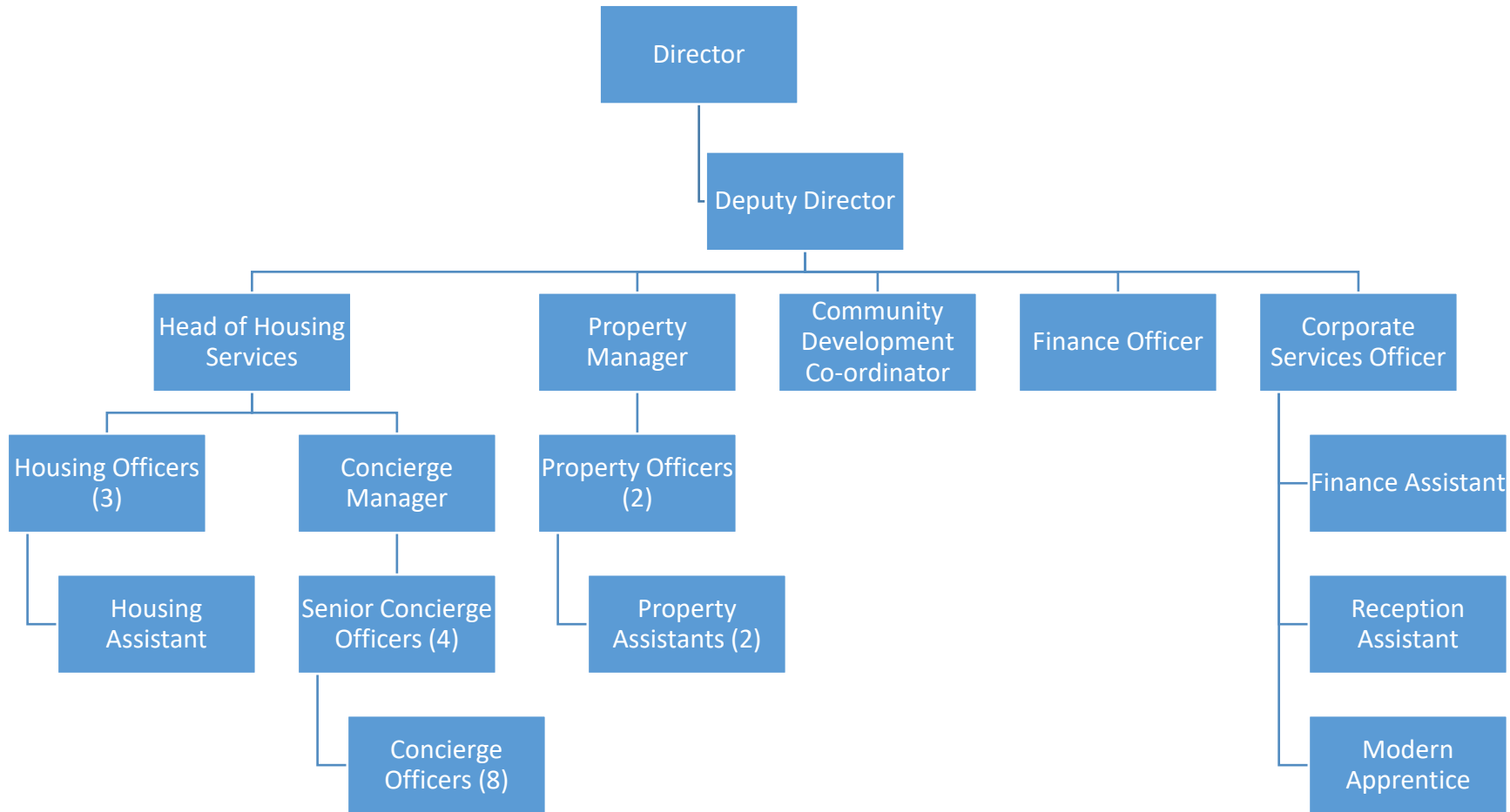
## Person Specification – Senior Concierge Officer

<b>Experience and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
2-years' experience working within Registered Social Landlord or housing related organisation		✓
Educated to Higher level		✓
Experience of providing high quality customer service	✓	
Experience of working as a concierge or caretaker		✓
Experience of organising varied workloads to achieve priorities and objectives	✓	
Experience in multi storey flats, controlled entry and CCTV systems		✓
Delivery of a front line service to a variety of customers	✓	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Strong understanding of health and safety	✓	
Understanding of RSL responsibilities for tenant and resident safety	✓	
Basic IT skills	✓	
Understanding of social housing	✓	
Experience in minor repair work		✓
Understanding of the Scottish Social Housing Charter		✓
<b>Skills and abilities</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills	✓	
Well-developed interpersonal skills including ability to deal with sensitive and difficult situations	✓	
Good organisational skills	✓	
Ability to manage time effectively	✓	
Leadership and management skills, able to supervise and manage team performance, lead and motivate staff	✓	
Practical decision making skills	✓	
Excellent interpersonal, team working and customer service skills	✓	
Ability to carry out manual work	✓	
Proactive and hardworking	✓	
Takes responsibility for team performance	✓	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Respect for others and commitment to equal opportunities	✓	
Strong commitment to the values of West Whitlawburn	✓	



Housing Co-operative and the social housing sector		
Committed to customer service excellence	✓	
Self-motivated with a positive attitude	✓	
Flexibility in working arrangements and willing to work outside normal working hours when required	✓	
Driving license and access to your own car		✓

## Staff Structure



## Summary of Principal Terms and Conditions of Employment

West Whitlawburn Housing Co-operative is an EVH (Employers in Voluntary Housing) employer and the terms and conditions for this post are largely in accordance with EVH terms and conditions with the following exceptions.

Post: Senior Concierge Officer

Salary Scale: EVH TAS5 £30,165  
Salary is paid weekly by Bank Transfer

Contract: Full time, permanent

Hours of Work: 12 hour shifts with 2 x 45 minute breaks  
4 days on / 4 days off  
Day and night shift

There will be periods where work outside of normal hours will be required. Where this is the case, overtime rate of time and one half will be payable.

Enhanced payments when scheduled to work over Christmas and New Year.

Leave: 20.5 days per leave year

Place of Work: Concierge Station, Whitlawburn, Cambuslang, G72 8PG  
Some remote working may be required.

Pension: The Co-operative is a member of the Scottish Housing Association Pension Scheme (SHAPS) offering Defined Contribution options.

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

All offers of appointment are subject to receipt of two satisfactory references.

## **Guidance Notes for Applicants on Filling in the Application Form**

### **Please read these notes carefully**

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 essential and desirable requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You should demonstrate how you meet the 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 requirement; you should demonstrate how you meet it 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 the essential criteria.
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 Co-operative. 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. WWHC 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.
10. All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974. Positions are subjected to the declaration is being completed. Any information you do disclose will be treated confidentially and

only shared with those who need to know.

If you are appointed and it is found you did not disclose previous conviction(s), which you were legally obliged to disclose, then disciplinary action up to and including dismissal may be taken.

11. Where possible, please email your application as a word document, with confirmation of the application being true and complete stated in the email. Candidates invited for interview will be asked to sign their application at this point.
12. Completed application and equality monitoring forms should be returned to:

**recruitment@wwhc.org.uk** quoting the job title in the subject line.

The application form must be completed in full.

You will be asked to provide proof of qualifications and professional memberships if you are invited to interview.

**All shortlisted applicants will be emailed to invite them to attend for interview. It is important that you check your emails regularly, including your junk/spam folder.**

## West Whitlawburn Housing Co-operative

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### Fair Processing Notice (How we use employee information)

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This notice applies to all current and former employees, applicants, workers, volunteers and contractors.

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. West Whitlawburn Housing Co-operative (WWHC) (“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 UK GDPR and Data Protection Act of 2018 (the 2018 Act), together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are registered as a Data Controller with the Office of the Information Commissioner under registration number **Z5990754** and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is WWHC’s Director. Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer.

2. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including Employment/Recruitment Agencies, pensions services):
  - Name
  - Date of Birth
  - Address
  - Telephone Number
  - E-mail address
  - NI number
  - Personal characteristics such as gender and ethnic group
  - Qualifications
  - Absence information

- Medical information
- Next of kin / emergency contact information
- Professional bodies
- Driving licence and insurance details
- Trade union membership
- Equality monitoring information
- CCTV images
- Passport details
- Training records

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

- Administration of all aspects of contracts of employment
- Ensuring compliance with the terms of your contract including managing performance and conduct, making decisions about continued employment, and managing absence
- Payment of salaries and pensions
- Recruitment and selection processes
- Pensions and associated benefits (including auto enrolment), appraisal, training and development
- Membership of professional bodies
- Legal entitlement to work in the UK
- Contacting you
- Implementation of all of your terms and conditions of employment
- Ensuring compliance with legal and regulatory obligations with which WWHC needs to comply
- Carrying out business management and planning
- Arranging the termination of our working relationship
- Health and safety
- Inform your contacts in the event of sickness, accident or other emergency
- To pay your Trade Union membership dues
- Operation of childcare voucher schemes

4. 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 salary payments;
- HMRC for tax and salary information
- Health and Safety Executive to satisfy legislative or regulatory requirements
- To allow your pension provider to process pensions information and handle your pension;

- To allow your electronic payslips to be produced and issued to;
- 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;
- To make referrals to, and discuss with, health professionals and occupational health providers;
- To obtain advice from our professional advisors and regulators;
- To our service providers including IT and telecoms
- Any person specified by you, where you ask us to provide a reference to that person
- Other third parties necessary to comply with the law

We do not envisage taking any decisions about you based solely on automated processing which have a legal or similarly significant effect on you.

5. When you give us information we take steps to make sure that your personal information is kept secure and safe:

- Paper copies are kept in a secure locked filing cabinet with access restricted to senior staff members
- Restricted computer access
- Suppliers and service providers are required to comply with General Data Protection Regulation requirements

Our information is presently stored within the UK/EEA. We do not intend to transfer your personal information to any country outside of the EEA or to any international organisation.

Where information is transferred outside the UK we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including a decision by the ICO that the third country has adequate safeguards or details of appropriate security provisions that are in place.

6. 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 legal, accounting or reporting requirements, or as set out in any relevant contract we have with you.

We will retain all of your personal information during your engagement and for a minimum period of 5 years after termination to allow us to establish, exercise or defend legal claims with the exception of the following:



We will delete out of date contact, emergency contact, and bank account details whenever you provide us with updated details.

Data retention guidelines on the information we hold is provided in the data retention schedule included in our Privacy Policy.

7. You have the right at any time to:
- Ask for a copy of the information about you held by us in our records
  - Request that we restrict your data processing
  - Ask us to correct any inaccuracies of fact in your information
  - Data portability
  - Rights related to automated decision making including profiling
  - Make a request to us to delete what personal data of your we hold and
  - Object to receiving any marketing communications from us

These rights are qualified and are not absolute.

8. 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 WWHC's Data Protection Officer.
9. If you have any complaints about the way your data is processed or handled by us, please contact the Data Protection Officer.

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner's Office in relation to our use of your information.

The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland  
45 Melville Street  
Edinburgh EH3 7HL

Telephone: 0303 123 1115

Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

**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.**