



Application Pack

12th September 2024

Dear Applicant,

Post of Housing Officer

Please find enclosed the Application Pack for the above post.

The closing date for the return of completed applications and equality monitoring forms is

12 noon on Tuesday 1st October 2024

Please complete the application form provided and 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 31st March 2023 was £4.8million.

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

From its formation, the Co-operative has been unique in its high proportion of multi storey stock with particular management and maintenance challenges. Although this has decreased from 80% in 1989 to 61% at present, it is the highest for an RSL in Scotland.

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.

WWHC has no new build development plans at present. Although the Co-operative would hope to take advantage of any opportunities that arise in the future, it will carefully assess the risks of any new projects before committing to them in accordance with the agreed Development Strategy principles.

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

The Co-operative has a Management Committee of up to 15 members, who have experience in managing the organisation combining the skills and experience of its tenants with the staff employed to deliver WWHC's objectives. Committee members have strong local insight into the needs of our members and local community with relevant experience gained from working, volunteering and lived experience. WWHC prides itself on tenant control with high quality service delivery.

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.

In order to address fuel poverty, reduce carbon emissions and improve the energy efficiency of our properties, a biomass district heating system was retrofitted to 539 properties and has been operating since 2014.

The Business Plan and financial projections demonstrate that the Co-operative continues to be a viable independent community-controlled organisation with sufficient funds to meet the demands of its asset management strategy.

We have worked to invest in our homes over the years, but we also place great 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

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

We are looking for two highly motivated people to join our Housing Services team who are passionate about the highest possible levels of service, local control and accountability. We offer a rewarding work environment where you will have the opportunity to make a real difference to our local community. Both posts are fulltime (35hrs) and permanent.

Housing Officer EVH Grade 7 £39,072 to £42,903

The successful candidate will be responsible for providing a comprehensive housing management service to our tenants, dealing with tenant support, allocations, rent accounts, anti-social behaviour, and tenancy management.

The ability to work accurately under pressure, prioritise work and meet deadlines is essential along with strong computer skills and a flexible attitude.

Please visit our website for an application pack

Assistant Housing Officer EVH Grade 6 £33,409 to £36,523

The successful candidate will provide a high level of support and assistance to the Housing Services team across all operational areas.

Please visit our website for an application pack

The successful candidates will have the technical abilities and experience to be able to meet the high expectations of our service users. They will be performance driven and have excellent communication skills, a proven record of delivering excellent housing management services and strong IT skills.

We offer an excellent benefits package including 40 days' holiday (including public holidays), flexi-time, company sick pay, and a defined contribution pension scheme.

Please return completed applications to recruitment@wwhc.org.uk

Closing date for applications is **12 noon on Tuesday 1st October 2024**

Job Description

Title	Housing Officer	Responsible to	Head of Housing Services
Salary	£39,072 to £42,903 EVH Grade 7		

Summary

The Housing Officer is responsible for the provision of a high quality, sensitive and accountable housing service to present and future tenants in accordance with Co-operative policy and ensuring all legal and regulatory requirements are met.

The Housing Officer will deliver excellent performance results with a customer-focused approach. They will have a high level of engagement, offering support and advice to tenants and the community.

The Housing Officer will work with partner agencies to achieve great outcomes for tenants and other service users and will have a key role in ensuring the required outcomes of the Scottish Social Housing Charter are met for our tenants.

The duties of the post include allocations and void management, rent collection and arrears management, tenant support, estate management and antisocial behaviour.

The Housing Officer will contribute to performance reporting and policy development and will help to deliver the objectives set out in the Business Plan.

Rent Accounting and Arrears Control

- Effectively operate the Co-operatives arrears policy, including notices and legal action, through agreed procedures, ensuring tenant's income is maximised and arrears targets are met.
- Provide advice and information to tenants and new tenants about the amount of rent due, changes in rent, due dates and methods of payment
- Support tenants in relation to Welfare Benefit changes to ensure their income is maximised.

Allocations and Void Control

- Effectively operate the Co-operatives housing allocations process including providing housing options information to applicants,

assessment of initial applications and selections for properties. Operate agreed nomination procedures and liaison with all other agencies as required.

- Liaise with appropriate agencies and report to Head of Housing Services regarding medical and social points applications.
- Effectively operate the Co-operatives policy in relation to accompanied viewings and sign ups ensuring all necessary information is given in a format that is comprehensive and that subsequent paperwork is completed within timescales.
- Carry out new tenant visits as required.
- Responsible for the effective management and repair of voids to ensure the return to the letting pool within agreed target timescales and ensuring that lost rent is minimised.

Estate Management

- Ensure high quality estate management, taking early action to resolve any problem areas in accordance with policy and in conjunction with other staff, particularly concierge, where required.
- Participate in estate inspections as required. Assist tenants with difficulties as far as possible or refer to other agencies.
- Operate the Co-operatives housing alarm system in line with policy and in conjunction with concierge.
- Maximisation of tenant participation and liaison in Housing Management activities.
- Liaising and consulting with external agencies and internal sections as required including but not restricted to Police, Social Work Department, Citizens Advice Bureau, Solicitors.

Reports

- Support Head of Housing Services with preparing statistics and reports for Management and Sub Committees and external agencies on all areas of Housing Management operation.
- Provide support for production of performance reports, quarterly newsletters and ARC Return

- Participate in Housing Management target setting and performance reviews as appropriate.

General Responsibilities

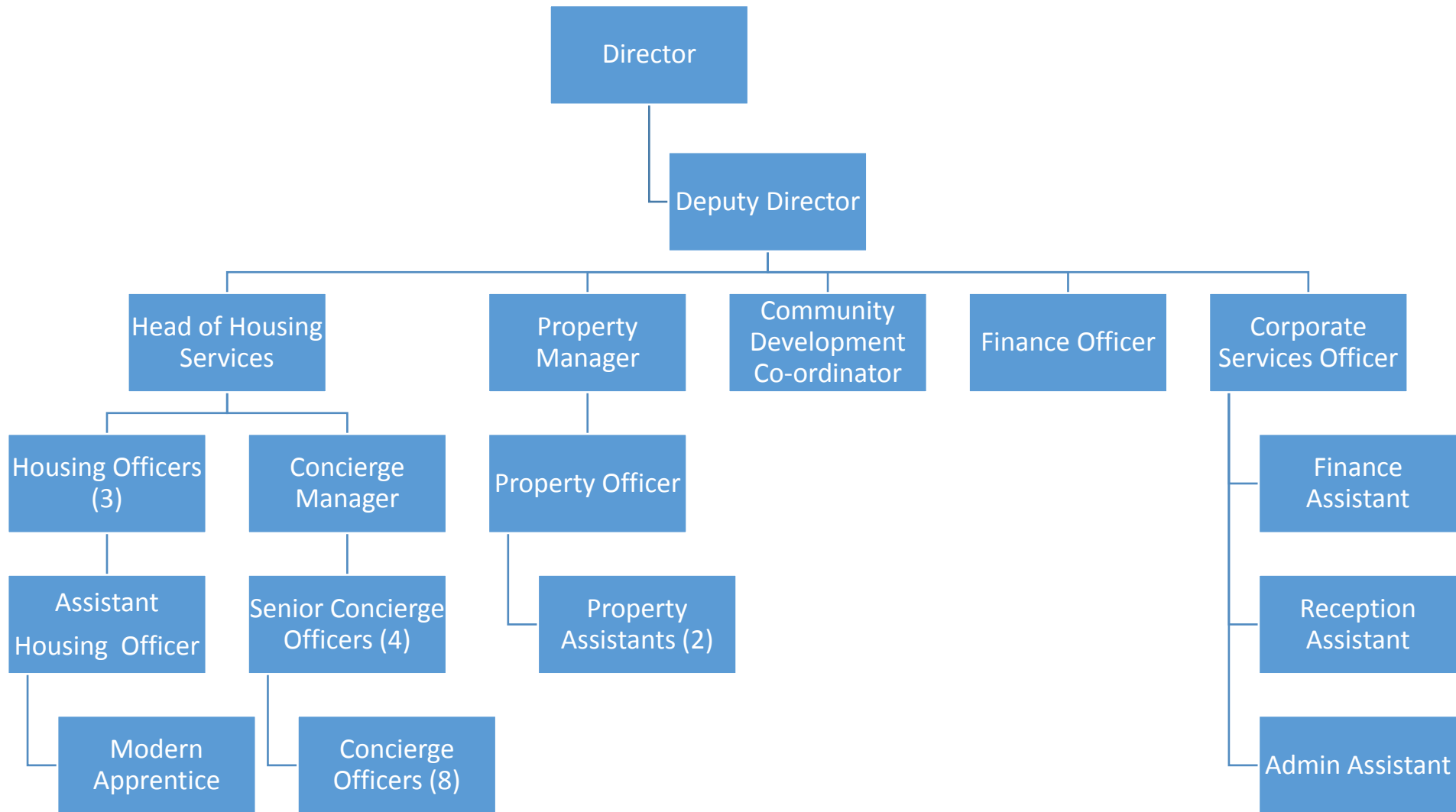
- Deal with visitors to the office, telephone enquiries and letters
- Ensure that all Housing Management records are kept up to date and in accordance with the Co-operative's Privacy Policy and procedures
- Support Head of Housing Services with ad hoc duties
- Comply with the remit and delegated authority of WWHC's Standing Orders, Rules, Policies, Procedures and Financial Regulations.
- Attendance at training events, meetings and external user group meetings as appropriate, some of which may 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.
- Contribute to WWHC's tenant information provision (newsletter, annual report etc.) ensuring relevant sections of the website are informative and up-to-date
- Any other duties as instructed, commensurate with the grade and in relation to the Co-operatives overall function

Person Specification - Housing Officer

Experience and Qualifications	Essential	Desirable
Minimum 3-years housing management experience working within Registered Social Landlord or housing related organisation	✓	
Educated to degree level in a relevant discipline or qualification in housing (CIH Level 5 or above) or equivalent through training and experience	✓	
Member of the Chartered Institute of Housing		✓
Experience of working within a customer focused environment and the delivery of excellent customer service	✓	
Experience of using Homemaster or other Housing Management software	✓	
Experience of engaging with external stakeholders and building effective partnerships		✓
Track record of achieving individual objectives and contributing to overall team performance	✓	
Knowledge	Essential	Desirable
Working knowledge of all aspects of housing management including allocations, anti-social behaviour, estate management, voids, rent arrears, welfare reform, Universal Credit, housing benefit and tenant support	✓	
Current knowledge of Scottish Housing Legislation	✓	
Understanding of the Social Housing Charter, Regulatory Framework, relevant legislation and good practice	✓	
Skills and abilities	Essential	Desirable
Excellent communication skills including report writing, understanding and data presentation with the ability to convey information clearly and concisely	✓	
Proven ability to plan, prioritise and manage a challenging workload with minimal supervision	✓	
Ability to work under pressure and meet deadlines		
Well-developed interpersonal skills with the ability to deal manage a diverse client group and deal with sensitive and difficult situations	✓	
Ability to develop and maintain working relationships with external agencies to achieve sustainable solutions to tenants	✓	
Effective problem solving and decision making skills	✓	
Excellent interpersonal, team working and customer	✓	

service skills		
Able to develop and maintain good relationships with colleagues, tenants and all other stakeholders	✓	
Numerate with good analytical skills.	✓	
Ability to work on own initiative and work as part of an effective team	✓	
Highly proficient IT skills with a good working knowledge of Microsoft Office programs	✓	
Other	Essential	Desirable
Respect for others and commitment to equal opportunities	✓	
Strong commitment to the values of West Whitlawburn Housing Co-operative and the social housing sector, including principles of co-operation, equality and social justice	✓	
Committed to continuous improvement and customer service excellence	✓	
Self-motivated with a positive attitude	✓	
Flexibility in working arrangements and willing to work outside normal working hours when required	✓	

Staff Chart



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.

Post:	Housing Officer
Salary Scale:	EVH Grade 7 £39,072 to £42,903 Salary is paid monthly by Bank Transfer
Contract:	Full time, permanent
Hours of Work:	35 hours/week Monday to Friday. The organisation operates a flexitime policy.
Place of Work:	57 Belmont Road, Whitlawburn, Cambuslang, G72 8PG Some remote working may be required.
Annual Leave:	27 days annual leave per year
Public Holidays:	13 days per year
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

Fair Processing Notice (How we use employee information)

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

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.