

Dear Candidate

## Housing Officer

Thank you for expressing an interest in the above post. Please find enclosed an application pack containing the following:

- Role Profile
- Application Form
- Equal Opportunities Monitoring Form
- Guidance Notes
- Summary of Terms and Conditions
- Fair Processing Notice

When submitting your completed application, please return the following documentation:

- **Your completed** Application Form
- **Your completed** Equal Opportunities Monitoring form

Please do not enclose your Curriculum Vitae.

Once completed your forms should be returned by email to [recruitment@dpha.org.uk](mailto:recruitment@dpha.org.uk) no later than 5pm, **Friday 26<sup>th</sup> August 2022**

**Please note that applications returned after this time will not be considered.**

Thank you for your interest in this post, we look forward to receiving your application.

Yours sincerely



Carla Cameron  
**Finance & Corporate Services Team Leader**

# Role profile



## Job Details

<b>Job Title:</b>	Housing Officer	<b>Service Area:</b>	Customer Services
<b>Based:</b>	Beardmore House	<b>Report to:</b>	Customer Services Team Leader
<b>Grade:</b>	EVH Grade 7 (PA22 to PA25)	<b>Date Completed:</b>	August 2022

## Job Summary:

Operating within a strong performance culture you will be expected to deliver excellent performance results. You will be a visible and familiar face within our communities. You will be empowered to deliver right 'first time' services, offering personalised solutions for your customers and the communities in which they live.

You will be instinctively customer focused and have a "solution focussed" attitude to ensure that our customers' experience of our service remains positive. You will understand the importance of working with partner agencies to achieve great outcomes. You will have a key role in ensuring the required outcomes of the Scottish Social Housing Charter are met for our tenants.

You will work with Customer Service colleagues to ensure that DPHA's performance as a landlord is exceptional, and through effective housing management practice we fulfil and exceed our customers expectations, ensuring we provide value for money when it comes to rents and the delivery of our services. This will include void management, repairs, allocations, lettings and arrears collection. In addition, you will provide tenant related services in respect of complaints and anti-social behaviour and contribute to performance reporting and policy development.

As part of the Customer Services Team, you will help to deliver the objectives set out in the Business Plan, continue to self- develop and seek out opportunities where improvements can be made in our day to day business.

## Behaviours and Competences:

### Our Organisational Competencies:

We want to be at the HEART of our community and have its needs at the HEART of all that we do and we have created a culture that reflects this:

Here	Excellent	Accountable	Results	Together
Be here Be available Own issues Find Solutions	Be the Best Create and tailor better services Review and Improve	Be open and honest Be well organised	Be at the top Tell all how and what we are doing Find ways to do better	Be inclusive Treat all with care and respect Listen and act

### We want our Housing Officer to demonstrate the following behaviors and competencies

<ul style="list-style-type: none"> <li>Listen to customers</li> <li>Take initiative</li> </ul>	<ul style="list-style-type: none"> <li>Achieve Excellence</li> <li>Customer Focused</li> </ul>	<ul style="list-style-type: none"> <li>Take personal responsibility</li> <li>Personally effective</li> </ul>	<ul style="list-style-type: none"> <li>Communicate effectively</li> </ul>	<ul style="list-style-type: none"> <li>Inclusive</li> <li>Team player</li> <li>Collaborative</li> </ul>
--	--	--	---	---

<ul style="list-style-type: none"> <li>• Committed</li> <li>• Proactive</li> <li>• Put customers first</li> <li>• Deliver solutions</li> <li>• Self-motivated</li> <li>• Flexible</li> </ul>	<ul style="list-style-type: none"> <li>• Take personal pride</li> <li>• Self-aware</li> <li>• Technologically aware</li> <li>• Computer literate</li> <li>• Creative</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and prioritising</li> <li>• Professional at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Goal orientated</li> <li>• Strong work ethic</li> <li>• Builds constructive relationships</li> <li>• Performance driven</li> <li>• Respond to change</li> </ul>	<ul style="list-style-type: none"> <li>• Listen carefully</li> <li>• Caring and Respectful</li> <li>• Create an environment of trust</li> </ul>
--	---	--	--	---

**Person Specification:**

**The essential/desirable criteria for this post are detailed below:**

	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
<b>Education and Qualifications</b>	Educational qualifications at higher education level in a relevant subject or equivalent will be essential (solid work experience operating in posts at or around this level can compensate for the lack of formal qualifications).	Professional qualification in housing or related discipline  Educated to degree level in a relevant area of study  Chartered Institute of Housing Membership, Certified or above	Application Form
<b>Experience</b>	Experience working in a housing role or similar, actively working for customers who have complex needs  Use of IT systems and packages including Microsoft Office  Effective use of Housing Management IT systems or software  Experience of working with the public	Working with national and local housing policy and strategy	Application form References Interview
<b>Specialist Knowledge</b>	Can demonstrate making positive improvements to housing standards and communities  Can demonstrate good knowledge of housing policy and	Can demonstrate having worked directly with tenants' groups	Application form Interview Pre/Post-Interview Check (if appropriate)

	<p>an active role in implementing best practice</p> <p>Knowledge of core social housing management tasks, including estate management, income management, allocations and anti-social behaviour</p> <p>Knowledge of current issues surrounding social housing and how these affect our customers</p> <p>Knowledge of social landlord policies and practices related to social housing tenancy allocation and related issues</p> <p>Knowledge of homeless protocols and issues</p> <p>Knowledge of support services including social care, health care and supporting people issues</p>	<p>Knowledge of current issues and legislation affecting the housing movement</p> <p>Knowledge of Scottish Social Housing Charter</p>	
<b>Skills and abilities</b>	<p>Excellent verbal and written communication skills</p> <p>Customer centred approach, flexible, confident and assertive manner</p> <p>Excellent computer literacy and numeracy skills</p> <p>Ability to meet demanding personal and team deadlines</p> <p>Ability to form effective working relationships with internal and external customers.</p> <p>Ability to analyse and diagnose problems and implement effective solutions</p> <p>Commitment to cross organisational team working</p>	<p>Experience of using MRI IT systems</p>	<p>Application form</p> <p>References</p> <p>Interview</p>
<b>Personal Attributes</b>	<p>Solutions focused</p> <p>Self-motivated</p>		<p>Application form</p> <p>Interview</p>

	Enthusiastic and flexible  Maintain confidentiality at all times.		
<b>Other</b>	Clear and clean PVG Scheme record  Flexibility to work out with office hours e.g. for evening visits to tenants, attend meetings etc.	Full driving license and access to own transport for business purposes.	Application form Interview Pre/Post-Interview Check (if appropriate)

A Disclosure Scotland check will be required for this post.

### Job Outputs

<b>Role output:</b>	<b>Includes the requirements to:</b>
Deliver a comprehensive range of housing services	<p>Be effective, efficient and proactive in managing:</p> <ul style="list-style-type: none"> <li>• Rent and service charge collection and all related debt recovery (inc. former tenant and recharges) provide recommendations for write offs and obtain authorisation for all financial transactions</li> <li>• Housing benefit/ universal credit support</li> <li>• Allocations</li> <li>• Housing options and advice</li> <li>• Void management and turnaround</li> <li>• Repairs and maintenance</li> <li>• Customer liaison for investment delivery</li> <li>• Anti-social behaviour</li> <li>• Tenancy enforcement and legal procedures</li> <li>• Community development/ capacity building</li> <li>• Understanding tenants' wider support needs and how to signpost to these</li> <li>• Neighbourhood management</li> <li>• Monitor performance against KPI's</li> </ul>
Ensure effective communication with customers and partners	<p>Be a visible and familiar face within our community.</p> <p>Provide customers with a full range of housing information and advice including property / area profiles, likely availability, exchange advice, other tenures, rent levels, income &amp; expenditure assessment, benefit entitlement and all application support.</p> <p>Undertake a programme of regular customer visits to determine different customer profiles and service needs.</p> <p>Ensure customer commitments are delivered in accordance with DPHA's behaviours and competences.</p> <p>Resolve customer issues and complaints and apply creative thinking to identify personalised solutions.</p> <p>Attend meetings with customers to lead initiatives or resolve particular issues.</p>

	<p>Advocate on behalf of customers with relevant partner agencies.</p> <p>Ensure we keep customers informed through a range of various methods.</p>
<p>Deliver continuous improvement in customer satisfaction and business performance</p>	<p>Assist with delivering Customer Service objectives from the business plan.</p> <p>Work with colleagues to continuously review and improve ways of working to streamline processes and drive out waste.</p> <p>Work effectively in close partnership with Customer Service colleagues to ensure seamless and effective delivery of our services.</p> <p>Participate at team meetings to share ideas/ issues to achieve continuous improvement.</p> <p>Build external networks to learn from others and ensure DPHA is at the forefront of best practice.</p> <p>Ensure DPHA is a top performing RSL amongst peer groups continuously striving to better our performance across the range of key performance indicators including customer satisfaction.</p> <p>Effectively manage budgets to ensure that money is spent wisely and represents value for money.</p> <p>Staff supervision, development, and management as required.</p> <p>Ensure equalities and human rights are at the heart of our service delivery.</p> <p>Deliver training and provide advice and assistance in areas of professional expertise.</p>
<p>Support / lead community capacity building</p>	<p>Act as a community anchor to help build the capacity in local groups to develop their community to meet their needs.</p> <p>Ensure DPHA works to provide a positive environment for people to enjoy a good quality of life and improved wellbeing.</p> <p>Fully engage our communities in discussions, decisions and actions around their needs, problems and create the ability for them to work on equal terms with service planners and providers to deliver the right solutions.</p> <p>Support our tenants and communities to be able to actively engage and interact with online services in a society that is becoming “Digital by default”.</p> <p>Identify funding solutions for community development projects Identify and contribute to wider action and partnership initiatives.</p>

<p>Well maintained, attractive and vibrant communities</p>	<p>Identify and report local repairs, void re-let requirements and maintenance issues within our properties and communities.</p> <p>Provide service feedback to the Asset Officers to support effective contract management of suppliers.</p> <p>Support the Asset Officers with the development of the rolling 5-year investment programme and annual investment delivery programme for the area.</p> <p>Lead on all customer interaction on response, planned maintenance, compliance &amp; investment delivery in your area of responsibility</p> <p>Monitor the stair cleaning and estate management contracts and carry out regular close inspections to ensure the common areas are clean and well maintained.</p> <p>Play an active role in liaising with statutory agencies/ contractors to ensure that environmental standards are maintained.</p>
<p>Corporate/ Community Governance</p>	<p>To undertake an individual role in line with DPHA's Strategic Priorities and in compliance with DPHA's corporate policies and procedures.</p> <p>Attending Committee meetings to present reports as required (these may be out with normal office hours).</p> <p>Own and keep up to date all required policies and procedures for your area of business observing regulatory and legal requirements and best practice.</p> <p>Attend local community activities/ meetings where required.</p> <p>Support and develop tenant and resident groups, attending meetings when required (these may be out with normal office hours).</p> <p>Contribute to Health and Safety Working group and undertake training as required.</p>
<p>Ensure Compliance with professional, regulatory, statutory and corporate requirements</p>	<p>Ensure compliance with tenancy conditions by tenants.</p> <p>Ensure access to customers' homes for inspections, repairs, gas servicing including legal enforcement where required.</p> <p>Comply with and implement all regulatory requirements, legislation and all of our policies and procedures.</p> <p>Act ethically and with integrity, taking account the Scottish Housing Regulator's Regulatory Standards and the employee code of conduct.</p>

	<p>Within own areas of responsibility, maintain accurate information systems and ensure compliance with GDPR and FOI.</p> <p>Mange risks and ensure compliance with Health and Safety legislation.</p>
Other	<p>Such other relevant duties as may be determined from time to time.</p> <p>Commitment to continuous personal development.</p>

**Interdependences:**

- Customer Services Team Leader
- Asset Officers and Customer Service Assistants
- Chief Executive
- Extended DPHA staff teams
- Tenants, owners and other customers
- Contractors, suppliers, consultants
- Board of Management
- Partner agencies: WDC, WDHSCP, DWP, CAB, public utilities, Internal Auditors, local resident and community groups,



## 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. DPHA will not accept or consider CV's
2. The Person Specification within the application form as well as listing the minimum essential requirements for this post, is very important. The selection panel will consider the information contained in your application form and will also pay particular attention to your responses on how you meet the specification, and this information will be used during the selection process.
3. The Selection Panel may find it difficult to make assumptions about the nature of the previous and current employment from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Please list the name of the posts, the main duties of your previous posts and your reason for leaving in the appropriate section.
4. One of your references should be your current (or) most recent employer.
5. Paid employment or voluntary work is not the only indicator that you meet the requirements of the post. As long as you can demonstrate the relevance to the post, life experience and skills are just as important.
6. The content and quality of your application reflects your commitment to working with DPHA. Many applications are not considered beyond the shortlisting stage due to insufficient relevant information, lack of clarity and illegibility
7. If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification.

## SUMMARY OF EVH TERMS AND CONDITIONS OF EMPLOYMENT

<b>POST TITLE</b>	Housing Officer
<b>GRADE</b>	EVH Grade 7
<b>SALARY</b>	£35,022 -£38,456  You will be entitled to an annual increment on the 1 April if you have been in post for 6 months.
<b>PLACE OF WORK</b>	Beardmore House
<b>HOURS OF WORK</b>	35 hours per week, Monday to Friday
<b>PAY</b>	BACS payment direct into bank account on the 28 <sup>th</sup> of the month
<b>HOLIDAYS</b>	25 Days Annual Leave
<b>PUBLIC HOLIDAYS</b>	15 Public Holidays
<b>PENSION</b>	Automatically Enrolled in the (SHAPS) pension scheme if you meet the qualifying criteria*  Ratio 1:2 Employee: Employer (min 6% max 12%)  *(over 22, earn over £10k and under state pension age)
<b>TRAINING</b>	Fully committed to training and development and are accredited to Investors in People.
<b>PAID FEES</b>	For relevant annual professional affiliations and cost or fees or paid for relevant vocational training and qualifications.
<b>UNIFORM &amp; PPE</b>	Uniforms provided for Care Services employees and where required protective clothing or footwear is provided.
<b>SPECTACLES</b>	Contribution towards the cost of prescribed spectacles in line with EVH guidelines.

# Employee Privacy Notice

This notice explains what personal data 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.

Dalmuir Park Housing Association (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the [Data Protection Act of 2018 (the Act 2018)] and the General Data Protection Regulation (EU) 2016/679, 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 (ICO) under registration number Z5642475 and we are the data controller of any personal data that you provide to us.

We collect the following information from you through a variety of resources (i) directly from you; or (ii) from third parties (including Employment Agencies, pensions services):

- Personal details (Name, Date of Birth, NI number)
- Contact details (Address Telephone Number E-mail address)
- Medical details including absence information, e.g, fit notes
- Personal characteristics such as gender, ethnicity, disability, signature
- Education history
- Qualifications
- Asylum status and your right to work in the UK
- Criminal record declaration and PVG information
- Photographs
- Marital Status
- Next of Kin/Emergency Contact details
- Details of your Bank Account
- The terms and conditions of your employment
- Employment History
- Passport details
- Driving Licence details
- Vehicle Enquiry notice
- Driver declaration
- Details of leave taken e.g. holiday, sickness absence, family leave and sabbaticals and the reasons for leave
- Work Schedule and attendance at work/ time recording
- Membership of Trade Union

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

- Administration of contracts of employment

## Data Protection Policy August 2020 – Appendix 7

- Payment of salaries
- Recruitment and selection
- Pensions and associated benefits, appraisal, training and development
- Membership of professional bodies
- Managing attendance
- Care Inspectorate / SSSC registration
- Website and publications, notice boards (internal and external) and ID badges
- Employee Development Scheme
- Training and Development
- Health and Safety
- Equal Opportunities monitoring
- Disciplinary and Grievance procedures
- Making reasonable adjustments if you have a disability
- PVG checks
- Flexible working applications

We may disclose to and share information about you with third parties such as pension providers, solicitors, occupational health providers, HMRC for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your monthly salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow our Occupational Health provider to liaise with your GP during periods of absence
- To allow your electronic payslips to be produced and issued to you
- To pay your Trade Union membership dues;
- When we grant third parties controlled access to our electronic network;
- To obtain employment related legal advice;
- To DWP, HMRC and other such third parties;
- To our Auditor to carry out our annual audit;
- Meeting our legal obligations including information we must provide to regulators and statutory authorities

The legal basis that we use for processing your personal data is Contract. For processing special category personal data, the legal basis we use is Employment.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK and EEA.

### **Security**

When we process your personal data we take steps to make sure that it is kept secure and safe. Security measure we have in place are:

- Our premises are security alarmed and fob accessed;
- Our IT systems are actively remotely monitored by our IT support provider
- We only allow staff to access sensitive data on a 'need-to-know' basis or /and some staff have limited access to sensitive data;
- Our staff have the necessary qualifications and integrity to access data and are carefully supervised;
- All of our staff are trained regularly on data protection and some key staff have had more in-depth training;

## Data Protection Policy August 2020 – Appendix 7

- Paper data is stored in locked cabinets and is disposed of in secure, locked consoles which are emptied by a confidential waste company. All electronic data and media is stored on a secure server and regularly audited to ensure that no excessive data is being retained. Automatic archiving is also set up on emails and regular archiving is carried out on all data following our retention schedules.
- We have Anti-Fraud policies aimed at preventing frauds and we have clear desks; policy and ensure we practice appropriate telephone call handling;
- We securely process electronic and paper data are transmitted/moved from place to place by using encrypted USB sticks or ensure documents are password protected.

### **How long we will keep your information**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

### **Your Rights**

You have the right at any time to:

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

These rights are qualified and are not absolute.

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.

If you would like to find out more about how we use your personal data, or wish to exercise any of your rights or make a complaint, please contact:

#### You may also contact our DPO:

RGDP LLP  
Level 2, One Edinburgh Key  
133 Fountainbridge  
Edinburgh  
EH3 9QG

Tel: 0131 222 3239 / 07741 738842

Email: [info@rgdp.co.uk](mailto:info@rgdp.co.uk)

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 below:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: [www.ico.org.uk](http://www.ico.org.uk)