

March 2024

Dear Candidate

Senior Customer Services Advisor

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
- Employee Privacy Notice

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

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

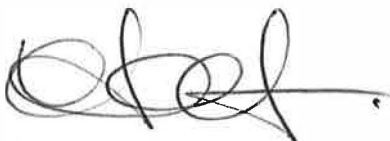
Please do not enclose your Curriculum Vitae.

Once completed your forms should be returned by email to recruitment@dpha.org.uk no later than **12 noon, on Friday 19 April 2024.**

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



Kimberley Tennant
Corporate Services Officer

Role profile



Job Details

Job Title:	Senior Customer Services Advisor	Service Area:	Customer Services
Based:	Beardmore House	Report to:	Customer Service Manager
Grade:	EVH Grade 6 (PA17-PA20) £31,518 - £34,456* <i>*subject to inflationary increase as of 1 April 2024.</i>	Date Completed:	February 2024

Job Summary:

Operating within a strong performance culture you will be expected to deliver excellent service to our customers. You will be a visible and familiar face for DPHA and deliver right first time services, offering personalised solutions for our customers. You will be instinctively customer focused and have a solution focused attitude to ensure that our customers experience of our service is positive.

The key work areas that you will be responsible for are:

- All aspects of rent arrears management for cases under £500.00
- Section 5 process and preparation of all allocations /tenancy offers
- Current account credits, ensuring overpayment of rent is managed timeously and effectively. This includes housing benefit over payments, rechargeable repairs and refunds to tenants
- Former tenant arrears: ensuring repayment arrangements are negotiated; agreed and closely monitored and adhered to, taking appropriate actions when arrangements are broken
- Identifying and recommending financial bad debt write offs for the Senior Customer Service Officer to authorise and approve
- Adding rechargeable repairs to the Homemaster System and managing arrangements for repayment, ensuring repayments are maintained and monitored closely
- Supervision of Customer Service Advisors in relation to their roles and responsibilities in housing management and asset management
- Lead on Stage 1 complaints that need investigation
- Collating the information and producing the operational KPI report for the customer Services Team
- Lead person in dealing with Category C, Anti-Social behaviour complaints
- Oversee the management of new tenant visits and associated KPI's are met with in agreed timescales.
- Provide cover for Customer Service Advisors as and when required

You will work with your Customer Service colleagues to ensure that DPHA's performance as a landlord is exceptional and through effective housing and asset management practice, we meet our customers' expectations ensuring we provide value for money when it comes to rents and the delivery of our services.

There may be occasions when you would be expected to provide the Customer Service Team with administrative and organisational support on a wide range of operational and support services focused on tenants and service users' requirements in areas including repairs, void management, allocations, lettings and arrears collection, asset compliance (including gas, electrical, legionella, asbestos) and contractor management.

As part of the Customer Services Team, you will help to deliver the objectives set out in the Business Plan, continue to develop your own skill set and use your practical knowledge gained in your role to 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 Customer Services Advisor to demonstrate the following behaviors and competencies

<ul style="list-style-type: none"> Listen to customers Take initiative Committed Proactive Put customers first Deliver solutions Self-motivated Flexible 	<ul style="list-style-type: none"> Achieve Excellence Customer Focused Take personal pride Self-aware Technologically aware Computer literate Creative 	<ul style="list-style-type: none"> Take personal responsibility Personally effective Planning and prioritising Professional at all times 	<ul style="list-style-type: none"> Communicate effectively Goal orientated Strong work ethic Builds constructive relationships Performance driven Respond to change 	<ul style="list-style-type: none"> Inclusive Team player Collaborative Listen carefully Caring and Respectful Create an environment of trust
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Person Specification:

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

	Essential	Desirable	Evidence
Education and Qualifications	HNC or SVQ 3 in Administration, Housing or Maintenance or relevant equivalent experience	CIH or equivalent Housing qualification	Application form References Interview
Experience	Experience of providing excellent customer service in a busy environment Effective and productive team working Understanding customers support needs	Housing management, asset management or maintenance experience Dealing with arrears management and /or debt collection Supervision experience	Application form Interview Pre/Post-Interview Check (if appropriate)

	<p>Dealing with and resolving customer complaints</p> <p>Assessing and prioritising your workload</p> <p>Meeting targets and deadlines.</p> <p>Use of Microsoft Office particularly, Access, Excel and Word</p>	<p>Report writing</p> <p>Experience of Homemaster Castleton Asset/Housing Management systems</p>	
Specialist Knowledge	<p>Knowledge of Social Housing practices, relevant Scottish Law</p> <p>Practical Knowledge of the Scottish Social Housing Charter</p>	<p>Welfare Reforms, particularly Universal Credit</p>	<p>Application form</p> <p>References</p> <p>Interview</p>
Skills and abilities	<p>Excellent communication skills – verbal and written.</p> <p>Ability to work on own initiative and as part of a multi-disciplinary team.</p> <p>Accuracy and attention to detail</p> <p>High level of competence using Microsoft Office packages and other IT systems</p> <p>Maintaining confidentiality.</p>	<p>Proactive approach to working.</p> <p>Ability to work using own initiative to find solutions</p>	<p>Application form</p> <p>Interview</p>
Other	<p>Approachable, helpful and friendly manner</p> <p>On occasions be able to work out with contracted Hours</p>	<p>Flexibility and a willingness to respond to the dynamic and changing needs of our organisation</p>	

A Disclosure Scotland check will be required for this post.

Job Outputs

Role output:	Includes the requirement to:
<p>Deliver a comprehensive range of housing and asset management services</p>	<p>Deliver excellent customer service across a range of customer services.</p> <p>Management of all arrears cases <£500.00</p> <p>Management of former tenant arrears – ensuring repayment arrangements are negotiated, in place and adhered to.</p> <p>Process payments according to procedures assist with monitoring account balances and debt recovery processes.</p> <p>Recommending financial bad debt write offs of potential debt collection cases, where all avenues of recovery have been exhausted.</p>

	<p>Management of current account credits, ensuring overpayment of rent is managed timeously and effectively. This includes housing benefit overpayments, rechargeable repairs, and refunds to tenants.</p> <p>Adding rechargeable repairs to the Homemaster System and managing arrangements for repayment and monitoring of these accounts.</p> <p>Supervision of Customer Service Advisors in relation to each of their individual roles in housing management and asset management.</p> <p>Collating data and information in order to produce monthly and Quarterly operational KPI reports for the customer services team.</p> <p>Lead person for dealing with stage 1 complaints that require investigation</p> <p>Lead person for dealing with Category C, anti-social Complaints</p> <p>Provide cover for Customer Service Advisors when required</p> <p>Provide cover for grade 5 positions as and when required.</p> <p>Respond to customers in a prompt, polite and efficient manner, ensuring confidentiality is always maintained.</p> <p>Deal directly and timeously with colleagues/customers/others who may be either internal or external.</p> <p>Take ownership of customers` enquiries, feel empowered to agree personalised customer solutions and display a can-do attitude at all times.</p> <p>Carry out home visits to tenants and customers where required and carry out any follow up action necessary.</p>
<p>Provide Administrative Support to the Customer Services Team</p>	<p>Assist when required with processing repairs</p> <p>Accurately enter and retrieve data from a range of computerised or manual systems.</p> <p>Administer properly alterations to applications and ensure approved alterations are recorded in Homemaster.</p> <p>Produce various letters, correspondence, articles, reports as required.</p> <p>Use Homemaster management system to record your contact with customers.</p> <p>Schedule appointments for colleagues/contractors as required.</p> <p>Ensure that supplies of forms, information leaflets, promotional leaflets etc. are available and up to date.</p> <p><i>Housing Management:</i></p> <p>Provide administrative and organisational support for:</p>

	<ul style="list-style-type: none"> • allocations and letting processes using the IT System to ensure records are up to date, new applications are processed, new information updated, and regular reviews are carried out. • rent payments, the management of arrears, rechargeable repairs, credits • voids and void repairs • estate management • housing benefit/universal credit • management of tenancies • anti-social behaviour <p><i>Asset Compliance:</i></p> <p>Assist with the administration of the Associations Asset Compliance contracts including gas safety, legionella, asbestos and ensure compliance with relevant legislation.</p> <p>Assist in formally monitoring contractor performance on compliance contracts against stated targets.</p> <p>Record all feedback from customers as appropriate.</p> <p>Oversee the arrangement for post inspections to be carried out, recorded and analysed.</p> <p>Oversee the management of the Associations Portable Appliance Testing (PAT) and periodic electrical inspections to ensure compliance with relevant legislation.</p> <p>Assist with Stage 3 adaptation processes and obtain quotations where required.</p> <p>Ensure timely processing of invoices to meet expected deadlines.</p> <p>Maintain accurate and up to date records and documentation on all Contractors.</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>Help to 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>Contribute to ensure equalities and human rights are at the heart of our service delivery.</p>
<p>Corporate/Community Governance</p>	<p>Ensure you adhere to Dalmuir Park Housing Association`s policies and procedures at all times.</p>

	<p>Contribute to policy and procedure reviews for your area of business observing regulatory and legal requirements and best practice.</p> <p>Attend local community activities/ meetings where required.</p> <p>Contribute to Health and Safety Working group and undertake training as required.</p>
Ensure Compliance with professional, regulatory, statutory and corporate requirements	<p>Assist with ensuring compliance with tenancy conditions by tenants.</p> <p>Arrange access to customers' homes for inspections, repairs, gas servicing including legal enforcement where required</p> <p>Within own areas of responsibility, maintain accurate information systems and ensure compliance with GDPR and FOI</p> <p>Mange risks within your work area 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>Commit to continuous personal development.</p>

Interdependences:

- Customer Services Manager
- Senior Customer Service Officer
- Asset Officers and Housing Officers
- Asset Advisors
- Other DPHA staff teams & members of staff
- Chief executive & the Leadership Team
- Tenants and other customers
- Contractors, suppliers, consultants
- Board of Management and Committees
- 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 Selection 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

POST	Senior Customer Services Advisor
GRADE	Grade 6
SALARY	£31,518 – £34,456* <i>*subject to inflationary increase as of 1 April 2024</i>
PLACE OF WORK	Beardmore House
HOURS OF WORK	35 Hours per week, Monday to Friday 9am to 5pm
PAY	BACS payment direct into bank account on the 28 th of the month
HOLIDAYS	25 Days Annual Leave
PUBLIC HOLIDAYS	15 Public Holidays
PENSION	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)
TRAINING	Fully committed to training and development and are accredited to Investors in People
PAID FEES	For relevant annual professional affiliations and cost or fees or paid for relevant vocational training and qualifications.
UNIFORM & PPE	Uniforms provided for Care Services employees and where required protective clothing or footwear is provided.
SPECTACLES	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.
- 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.
- 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

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