

July 2024

Dear Candidate

Corporate Services Officer (Temporary)

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 Wednesday 14 August 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



Carla Cameron
Finance & Corporate Services Manager



Role profile



Job Details

Job Title:	Corporate Services Officer	Service Area:	Finance and Corporate Services
Based:	Beardmore House	Report to:	Finance and Corporate Services Manager
Grade:	EVH Grade 7 (PA22 to PA25)	Date Completed:	Reviewed July 2024

Job Summary:

Operating within a strong performance culture you will work within Corporate Services to deliver high standards of office administration, governance, HR and IT functions. You will have a pivotal role in the corporate governance of the Association and provide governance support to ensure that the Board and Committees are fully serviced including the preparation and delivery of papers, minute taking and other related administrative duties. You will ensure compliance with the Scottish Housing Regulator's Regulatory and legal requirements for RSL's and similarly guidance from other relevant statutory bodies. You will, also provide administrative support to the Chief Executive and Leadership Team as required.

You will ensure that communication and IT systems are developed and maintained to a high standard for the benefit of our key operations while meeting legislative requirements including management of third-party service providers. You will maintain DPHA's data security and comply with legal obligations with regards to requests for information. You will administer our corporate Complaint's Policy and help to ensure corporate complaints are responded to on time.

You will provide advice, guidance and support on legislation, governance and compliance standards and good practice in relation to the Corporate Services' business area, including HR and Health & Safety.

As part of the Finance & Corporate 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 Governance and Corporate Officer 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 	<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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	<ul style="list-style-type: none"> • Computer literate • Creative 			
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Person Specification:

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

	Essential	Desirable	Evidence
Education and Qualifications	HND in Business or Administration or equivalent experience	Relevant professional qualification	Application
Experience	<p>Providing governance support in an RSL or similar organisation</p> <p>Use of IT systems and packages including Microsoft Office</p> <p>Considerable experience of working within a corporate services business area</p> <p>Track record of developing projects and delivering within timescales</p> <p>Experience of developing and delivering excellent services and contributing to organisational performance</p> <p>Monitoring budgets and expenditure and ensuring value for money</p>	<p>Experience of effective working with regulatory and other external agencies</p> <p>Experience of staff supervision</p>	Application/Interview/References
Specialist Knowledge	<p>Regulation, compliance and governance in a charitable setting</p> <p>Employment law and best practice</p> <p>Equalities and Human Rights legislation.</p> <p>Freedom of Information and GDPR regulation</p>	<p>Procurement legislation and best practice</p> <p>Scottish Public Service Ombudsman Complaints procedures and best practice</p>	Application/Interview
Skills and abilities	<p>Strong written and verbal communication skills with the ability to relate to a range of audiences</p> <p>Excellent organisational skills</p> <p>Excellent computer literacy and numeracy skills</p> <p>Ability to plan, organise and prioritise own workload</p>	<p>Ability to organise and supervise team members</p> <p>Presentation skills</p> <p>Web administration</p>	Application/Interview

	<p>Strong decision making and analytical skills</p> <p>Understanding of procurement process and procedure</p>		
Personal Attributes	<p>Solutions focused</p> <p>Self-motivated and good at motivating others</p> <p>Enthusiastic, flexible and innovative</p> <p>Maintain confidentiality at all times</p>		Application/Interview
Other	<p>Flexibility to work out with office hours e.g., to service and attend Board & Committee meetings etc.</p>		

A Disclosure Scotland check will be required for this post.

Job Outputs

Role output:	Includes the requirement to:
Provide Comprehensive Governance Support	<p>Provide support and guidance in relation to governance processes as required and be the main point of contact for Board Members in terms of administration support.</p> <p>Issue all Board & Committee Papers on time and update the intranet to ensure Board Members have the most accurate, timely and appropriate information to help them make informed decisions at meetings.</p> <p>Attend Board and Committee meetings and take minutes as required.</p> <p>Ensuring a high level of professional standards of meeting minutes, records and registers are maintained and collate and maintain accurate records for statutory and regularity requirements.</p> <p>Working with the Board to arrange annual appraisals, the recruitment process for new Board Members, induct and ensure the ongoing development and training of Board Members.</p> <p>Arrange and deliver a training programme for the Board and individual Board members by a variety of methods to ensure members are effective and meet their personal and organisational objectives.</p> <p>Develop and maintain Board Member succession plans; manage and report and monitor performance on Board attendance, profiles and equality issues.</p> <p>Co-ordinate membership processes and implement the Association's Rules and Standing Orders, including preparation, administration and organisation of all general and special meetings.</p> <p>Deal with the administration processes associated with any Rule changes to DPHA's constitution in line with regulatory and legal requirements.</p>

	<p>Contribute to the development and maintenance of the Association’s self-assurance processes that support the verification of our Annual Assurance Statement.</p> <p>Update the SHR’s portal as and when required in relation to Board Member and organisational details.</p>
<p>Provide professional HR advice and support</p>	<p>Implement the Association’s recruitment processes from advertising to induction in accordance with agreed policy.</p> <p>Where appropriate, provide advice to the Leadership Team on the terms and conditions of employment as necessary and provide guidance with best practice. Also provide general advice to members of staff regarding T&C’s as and when required.</p> <p>Where appropriate, provide advice to the Leadership Team with HR matters relating to staff attendance and performance management and disciplinary and grievance processes and procedures.</p> <p>Co-ordinate and manage a core organisational training plan to ensure relevant training is delivered on an annual basis to staff to meet our objectives.</p> <p>Implement and deliver trainee and apprenticeship programmes and work experience placements.</p> <p>Supervise staff, providing advice and support as required within Corporate Services.</p> <p>Liaise with independent external stakeholders to obtain legal or specialist advice where necessary.</p>
<p>Deliver efficient Administration, Communication and IT systems</p>	<p>Oversee the co-ordination of all DPHA corporate events, publicity material, publications and corporate literature in line with brand guidelines.</p> <p>Maintain a variety of internal and external communication systems to ensure we keep our staff and customers informed and we are responsive to customer demands for information.</p> <p>Continually develop the Association’s website and other forms of social media to ensure they remain relevant, up to date and continues to meet customer needs.</p> <p>Manage the content of the Association’s intranet site.</p> <p>Help to develop and implement technological solutions to deliver business efficiencies and enhanced customer services.</p> <p>Ensure the cost-effective procurement of all office supplies and the efficient operation and maintenance of office equipment.</p> <p>Ensure the Association’s business continuity and disaster recovery policy and plan is relevant, tested and continually updated.</p> <p>Ensure all relevant corporate information is published in line with Scottish Information Commissioner and SFHA guidance.</p> <p>Complete agreed data returns from member organisations requiring corporate statistics.</p> <p>Administer Subject Access Requests and coordinate FOI requests to comply with statutory duties, policy and procedures. Liaise with the Data Protection Officer as and when required. Complete statutory returns on time.</p>

	<p>Administer the Association’s Corporate Complaints processes, ensuring targets are met, accurate recording and performance standards are maintained.</p>
<p>Deliver continuous improvement in performance</p>	<p>Assist with delivering Finance and Corporate Services 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>Participate at team meetings to share ideas/ issues which help to achieve continuous improvement.</p> <p>Build external networks to learn from others and ensure the Association is at the forefront of best practice.</p> <p>Ensure we are a top performing RSL amongst peer groups continuously striving to better our performance across the range of key performance indicators.</p> <p>Effectively monitor budgets you are responsible for ensuring that money is spent wisely and represents value for money.</p> <p>Help to deliver staff training and provide advice and assistance in areas of professional expertise.</p>
<p>Ensure Compliance with professional, regulatory, statutory and corporate requirements, including Health & Safety</p>	<p>Develop, 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>Co-ordinate the development and maintenance of the Association’s Internal Management Plan.</p> <p>Promote and sustain a robust Health & Safety ethos by monitoring, reviewing and implementing the Health and Safety Policy and action plans to protect the organisation, staff, customers and suppliers.</p> <p>In terms of Health & Safety, assist the Finance & Corporate Services Team Leader to deliver H&S responsibilities in relation to all aspects of facilities management within the office environment, including arranging audits and annual tests.</p> <p>Be responsible for carrying out H&S risk assessments as required, maintaining H&S training records and keep the H&S control manual updated.</p> <p>Administer the work of the H&S Working Group, ensuring it meets regularly; that identified areas for improvement are recorded in an action plan, and monitor the completion of targets.</p> <p>Promote and sustain a robust Risk Management ethos, ensuring risks are identified and minimised within corporate services.</p> <p>Ensure DPHA is up to date and compliant with FOI and GDPR requirements.</p> <p>Act ethically and with integrity, taking account the Scottish Housing Regulator’s Regulatory Standards and the employee code of conduct.</p> <p>Ensure all actions, reports and organisational plans or proposals pay high regards to equality and human rights and contribute to the implementation of the Association’s Equality Action Plan.</p>

Other	Such other relevant duties as may be determined from time to time. Commitment to continuous personal development.
Interdependences:	
<ul style="list-style-type: none"> • External HR Adviser • Office Cleaner • Chief Executive • Finance & Corporate Services Manager • The Board • Leadership Team • Finance & Corporate Services staff team • Wider DPHA staff teams • Tenants and other customers • Partner agencies: WDC, SHR, WDHSCP, internal/external auditors, Care Inspectorate, local resident and community groups • Contractors, suppliers, consultants • Local elected Councillors, MSP, MPs 	

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	Corporate Services Officer
GRADE	Grade 7
SALARY	£39072.00 to £429.03.00
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	<p>Automatically Enrolled in the (SHAPS) pension scheme if you meet the qualifying criteria*</p> <p>Ratio 1:2 Employee: Employer (min 6% max 12%)</p> <p>*(over 22, earn over £10k and under state pension age)</p>
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