

**SENIOR HOUSING AND CORPORATE SERVICES OFFICER**

**APPLICATION PACK**



**SENIOR HOUSING AND CORPORATE SERVICES OFFICER**

**EVH Grade 8, SCP 28 – 31 (Pay award pending)**

Ruchazie Housing Association is a community based organisation working in the heart of Ruchazie. In 2021 the organisation was awarded ‘Housing Team of the Year’ by CIH Scotland. We provide a service to 225 tenants and we are responsible for the repairs and maintenance of their homes.

The SHCSO is responsible for the provision of an efficient, effective and accountable housing management and customer service to tenants and other customers. This will include day-to-day supervision of the work of the Customer Service Assistant and supporting the Property Services Officer where relevant to the provision of such services.

This role also gives the post holder the opportunity to develop their skills by supporting and deputising for the Director in their absence. All work will be carried out in line with the relevant policy and procedure. This will involve ensuring that the Association policies and procedures are followed in line with the Scottish Housing Regulator Guidelines, Charter Indicators and other forms of good practice.

The SHCSO will be pro-active in their approach to the work of the Association and will support the Director and Management Committee in relation to the Governance activities of the Association.

In return, we offer an excellent package including a competitive salary, a Defined Contribution Pension Scheme, 25 days annual leave plus 15 public holidays.

Ruchazie HA is striving towards equal opportunities for all

If you would like an informal chat about Ruchazie HA and this role please contact our Director, Janice Shields. Telephone 0141 774 4433 or email janice@ruchazieha.co.uk.

 Read more about Ruchazie on our website where you can down load the Application Pack .[www.ruchaziaha.co.uk](http://www.ruchaziaha.co.uk)

If you wish to join the team at Ruchazie, please send your application to janice@ruchazieha.co.uk

Closing date Thursday 14th April at 12 noon

Interview date Wednesday 20th April 2022

**SENIOR HOUSING AND CORPORTAE SERVICES OFFICER**

**JOB DESCIRPTION**

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|  |  |  |  |
| --- | --- | --- | --- |
| **Role Title:** | Senior Housing & Corporate Services Officer | **Reporting To:**  | Director and Management Committee |
| **Grade:** | EVH Grade 8 | **Date:** | April 2022 |
| **Job Purpose:**The SHCSO is responsible to the Director and the Management Committee of Ruchazie Housing Association and has responsibility for the day-to-day supervision of the Customer Services Assistant. The Senior Housing Corporate Services Officer (SHCSO) will deputise for the Director in their absence.  |

1. **Main objectives of the post**

The SHCSO is responsible for the provision of an efficient, effective and accountable housing management and customer service to tenants and other customers. This will include day-to-day supervision of the work of the Customer Service Assistant and supporting the Property Services Officer where relevant to the provision of such services.

All work will be carried out in line with the relevant policy and procedure. This will involve ensuring that the Association policies and procedures are followed in line with the Scottish Housing Regulator Guidelines, Charter Indicators and other forms of good practice.

The SHCSO will be pro-active in their approach to the work of the Association and will support the Director and Management Committee in relation to the Governance activities of the Association.

**2. Job functions/ specific duties**

The Association’s structures and functions are such that a reasonable amount of flexibility in job functions is required. The following outline is therefore not exhaustive and may be varied from time to time. This will normally only be by agreement between the SHCSO and the Director.

**3. Housing Administration and Systems**

1. The SHCSO will be responsible for developing and organising administrative systems for the efficient management of the housing stock. This includes procedures for allocation, rent setting and review, arrears control, tenant records, voids control, tenant liaison, including provision of accurate information for ARC and annual accounts and dealing with general correspondence.

**Policy and Procedure Development and Implementation**

1. The SHCSO will develop and review housing management and customer service policies and associated procedures. This will ensure that the Committee is up to date with legislation and other procedures, which have an effect on landlord/tenant issues, and the way in which the service is provided to tenants.

**4. Allocations & Void Management**

1. The SHCSO is responsible for the allocating of Association properties in accordance with the Association’s policies. This will involve carrying out home visits and tenancy checks, issuing offers of let, signing up new tenants, providing advice on membership to tenants and preparing regular reports to Committee.

2. The SHCSO is responsible for ensuring the administration, maintenance and updating of the Housing Register, Transfer Register, Mutual Exchange Register and the processing of applications.

3. The SHCSO will ensure that Housing Register and Transfer List, Mutual Exchange Register enquiries, assisting applicants to complete applications and interviewing applicants are dealt with timeously and as required.

4. The SHCSO will organise liaison with GCC, DWP and other Agencies at the start of tenancies and with regard to referrals and nominations. This will also include ensuring the completion of Tenancy Agreements with new tenants.

5. The SHCSO will ensure that all void properties and all required repair works completed are dealt with in accordance with the Association’s policies.

6. The SHCSO will administer the system of Section 5 referrals from GCC and ensure required processes are followed and returns made monthly.

9. The SHCSO will produce reports for Committee on allocations and void management.

**5. Rent Accounting and Arrears Control**

1. The SHCSO will operate and manage the Association’s computerised rent accounting system, ensuring regular and accurate reconciliation.

2. The SHCSO will assist the Director in carrying out the annual rent review process and advising tenants and external agencies on these matters.

3. The SHCSO will actively monitor the rent accounts of the Associations current and former tenants and instigate action in the event of late or non-payment. This will include writing to and visiting tenants in arrears, liaising with Social Work, Housing Benefit and GEMAP and providing advice and assistance to tenants who experience problems in making rent payments. This will also involve liaising with the Association’s Solicitors and monitoring rent recovery on a weekly and monthly basis in accordance with the Association’s arrears policy.

4. The SHCSO will implement the Association’s rent arrears policy and, where required, instigate legal action in consultation with the Director.

5. The SHCSO will regularly liaise with Glasgow City Council Housing Benefit services, DWP and other agencies to enquire as to the progress of tenants claims and in order to minimise rent arrears.

6. The SHCSO will produce reports for Committee on rental income.

**6. Tenancy Management**

1. The SHCSO will manage all tenancy issues including neighbourhood disputes, tenant consultation, satisfaction surveys and dealing with all aspects of tenancy issues on behalf of Ruchazie Housing Association.

2. The SHCSO will manage the sign up of new and transferring tenants, ensuring that tenants are aware of their rights and obligations.

3. The SHCSO will organise settling in visits to all new tenants to ensure that any issues can be dealt with at an early stage.

4. The SHCSO will deal with enquiries relating to the tenancy agreement and ensure that the provisions of the tenancy agreement are observed.

5. The SHCSO will deal with residents’ complaints and neighbour disputes.

6. The SHCSO is responsible for ensuring the registering of all complaints when received and the effective dealing with complaints when received in accordance with the model complaints policy. This will involve discussing complaints with tenants and residents and ensuring that the timescale for dealing with complaints is adhered to.

7. The SHCSO will implement the Association’s complaints policy and, where required, instigate legal action in consultation with the Director.

8. The SHCSO will ensure GCC and any relevant agencies are updated monthly on such matters.

9. The SHCSO will provide reports for Committee on the above matters, in accordance with the Association’s policies and procedures

**7. Governance**

1. The SHCSO will support the Director in the recruitment and training of Committee members.

2. The SHCSO will support the Director with Management Committee administrative functions.

3. The SHCSO will support the Director in completion of the Annual Return on the Charter and other submissions in respect of the Senior Housing Officer role.

4. The SHCSO will maintain Data Protection and Freedom of Information processes and policies.

**8. Council Tax**

1. The SHCSO will ensure that Council Tax is kept regularly aware of all tenancy changes and liaise with council tax staff to ensure that claims for council tax relief are maintained and that files are kept up to date.

**9. Tenant Participation**

1. The SHCSO will organise and attend meetings with residents as required.

2. The SHCSO will work with members of staff including the Director for the production of newsletters, website, social media pages, and other publicity information, and promote participation.

**10. Liaison with Other Staff Members and External Agencies**

1. The SHCSO will constructively liaise with all Ruchazie staff to ensure clear communication lines between all members of staff to ensure efficient and effective working and performance delivery.

2. The SHCSO will work constructively with outside agencies and Association to promote a positive image of Ruchazie Housing Association.

**11. Training**

1. The SHCSO will participate in training events, which are held externally and internally.
2. The SHCSO will identify training needs for themselves and the Customer Services Assistant, sourcing and organising relevant training in conjunction with the Director.

**12. Equal Opportunities**

1. The SHCSO will be committed to equal opportunities and will fully assist in the implementation of the Association’s Equal Opportunities Policy and Activity Plan.

**13. Health and Safety**

1. The SHCSO will have an understanding and awareness of health and safety issues and will assist other members of staff in ensuring that Ruchazie Housing Association meets its health and safety obligations and responsibilities.

**14. Committee Meetings**

1. Prepare performance reports for management Committee quarterly and for The Audit & Risk Committee as requested.
2. Attend Management Committee Meetings monthly and any other sub committees as requested.

**15. General**

1. Whilst the foregoing provides and outlines the main areas of responsibility of the SHCSO it does not provide a comprehensive description of all the duties that the SHCSO will be expected to undertake.

2. The SHCSO will be required to carry out other specific tasks, as instructed by the Director, commensurate with the post.



**PERSON SPECIFICATION**

**SENIOR HOUSING AND CORPORATE SERVICES OFFICER**

|  |  |  |
| --- | --- | --- |
| **Skills / Abilities**  | **Essential** | **Desirable** |
| Strong, practical team player able to inspire high levels of motivation, performance, and commitment to achieve a culture that puts the customer first and delivers quality services and value for money | √ |  |
| Excellent communication skills (oral and written) | √ |  |
| Excellent planning and organisational skills with the ability to deal with a demanding and varied workload | √ |  |
| High levels of customer awareness with a strong customer centred approach, flexible, confident and assertive | √ |  |
| Excellent interpersonal skills | √ |  |
| Ability to self-manage and prioritise workload | √ |  |
| Excellent networking and relationship management skills | √ |  |
| Ability to support, develop and contribute to a performance culture & framework | √ |  |
| Ability to make sound business decisions | √ |  |
| Ability to project a good public profile for the Association in a confident manner | √ |  |
| **Experience**  | **Essential** | **Desirable** |
| Have appropriate level of management experience in the Housing Sector. | √ |  |
| Experience of working in a target driven and performance monitoring environment. | √ |  |
| Proven track record of producing results within a similar demanding working environment | √ |  |
| Working with the public and a commitment to customer care | √ |  |

|  |  |  |
| --- | --- | --- |
| **Knowledge**  | **Essential** | **Desirable** |
| Strong awareness and understanding of equal opportunities and legislation  | √ |  |
| ICT literate with working knowledge of Microsoft Office Software | √ |  |
| Reporting requirements contained within Scottish Social Housing Charter  | √ |  |
| Excellent knowledge of housing issues, policy, statutory frameworks and /or wider regeneration and social policy | √ |  |
| **Training / Qualification**  | **Essential** | **Desirable** |
| Possession of/working towards Postgraduate Diploma in Housing Studies or CIH level 4 or relevant job experience | √ |  |
| Membership of Chartered Institute of Housing  |  | √ |
| **Personal Attributes**  | **Essential** | **Desirable** |
| Be an advocate of continuous improvement of services | √ |  |
| Have a “can do” attitude and a proactive hands-on management style | √ |  |
| Confident and assertive manner | √ |  |
| Be able to undertake evening working as required | √ |  |
| Commitment to Social Housing  | √ |  |
| Possess a full driving license and use of an appropriately insured vehicle | √ |  |



**PROPERTY SERVICES OFFICER**

**SUMMARY OF TERMS AND CONDITIONS (March 2022)**

|  |  |
| --- | --- |
| Location | 24 Avondale Street, Glasgow G33 3QS |
| Standard hours of work | 35 Hours per week, Monday – Friday as follows Monday – Thursday 8.30am – 4.30pmFriday 8.30am – 3pm  |
| Grade and Salary  | EVH Grade 8SCP 28 - 31£40,234 - £43,530 (Pay award pending) |
| Payment Method | Paid 25th of each month by the BACs system |
| Annual Leave  | 25 days per annum |
| Public Holidays | 15 days per annum |
| Notice period | One month written by either party |
| Pension | The Association currently offers a defined contribution pension scheme  |

**GUIDANCE NOTES FOR APPLICANTS**

Please read these notes carefully as they are to help you make the best of your application.

1. The form can be e-mailed or posted. The form should be completed in black ink for photocopying purposes. If you return your application form by e-mail, you will be asked to sign a copy of this form if you are invited for interview.

2. If posting your application, please ensure you pay the correct postage as we shall not pay any shortfall. This should be a ‘Large Letter’ stamp if using an A4 paper sized envelope.

3. To ensure your application is considered by the Association, please return your completed form and do not send in your Curriculum Vitae.

4. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you should give the name of someone who knows you sufficiently well to confirm the information you have given. Please note that referees will only be contacted after interview and with your prior permission.

5. The enclosed Job Specification lists the minimum essential and desirable requirements for this post. When shortlisting for interview, the selection panel will only consider the information contained in your application form, which covers each of the items in the Person Specification. Please ensure you give sufficient detail within your response to allow the panel to assess your suitability for the post.

6. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, as long as you able to demonstrate this.

7. The content and quality of your application reflects your commitment to working with Ruchazie Housing Association. Many applications are not considered beyond the shortlisting stage due to insufficient relevant information, lack of clarity and illegibility.

8. 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 as well as your commitment to the values of Ruchazie Housing Association.

9. If you are shortlisted for interview we will arrange to view and copy any qualification documents. Please do not include copies of your qualifications with your initial application.

10. If you are shortlisted for interview a confidential Criminal Convictions Declaration Form will be required to be completed.

11. If you are related to any members of staff, management committee, contractors or suppliers to the Association, this should be shown clearly on the ‘Relationship’ section of the application form. This will not necessarily be detrimental to your application.

12. Once the short-listing is complete, we shall aim to contact all applicants to confirm the outcome. We understand that applicants appreciate feedback and so should you not be selected for interview we would generally provide feedback to you upon request. However, there may be circumstances where this is not possible. For example, in the event of us receiving an overwhelming number of applications, it would be unrealistic for us to respond to all requests individually.

13. All personal information that you provide to the Association within your application form and during interview will be handled and used by the Association in accordance with the “How we will use your personal information (Employment Applicant)” statement included in the application pack. Please read that statement carefully before completing and submitting your application form to the Association.

14. Ruchazie Housing Association aims to be an equal opportunities employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us then you may contact Janice Shields, Director on 0141 774 4433

Once completed your application should be submitted:

By e-mail to: janice@ruchazieha.co.uk

Or by post to: Janice Shields, Ruchazie Housing Association, 24 Avondale Street, Glasgow G33 3QS and mark as ‘Private and Confidential’



**APPLICATION FORM**

**PLEASE COMPLETE ALL SECTIONS**

NAME:

POST APPLIED FOR: **Senior Housing and Corporate Services Officer**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview.

Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

**CV will not be considered**

**When completed this form should be returned to:**

Janice Shields

Ruchazie Housing Association

24 Avondale Street

Glasgow G33 3QS

**By e-mail** to: janice@ruchazieha.co.uk

*(If returning the application form by e-mail, please note that there is no need to also post a hard copy. If shortlisted you will be asked to sign your application form at a later stage.)*

**Closing date for receipt of applications is 12 noon Friday 15th April 2022.**

**Applications received after this time will NOT be considered**

**Interviews will take place Monday 25th April 2022**

*The information provided within your application form*

*will be processed in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016 (the GDPR).Unless successful, all employment applications will be retained for 12 months and then destroyed.*

***This page will not be shown to the short-listing panel.***

**Eligibility to work in the UK**

Do you currently have the right to work and live in the UK? **Yes/No** (please delete as appropriate)

In order to comply with current UK Legislation, Ruchazie Housing Association requires that all potential employees provide certain documents concerning their eligibility to work in the United Kingdom. Listed below are some examples of common documents to prove your eligibility (this list is not exhaustive):

* British Passport.
* Passport from the EEC.
* Passport showing you are a British Citizen or that you have the right to abode in the UK.
* Passport with working visa.
* Full UK Birth Certificate **WITH** National Insurance Number.
* Work permit issued by Work Permits UK along with a letter issued to you by the Home Office confirming that you are able to stay in the UK and can take the work permit employment in question.
* A passport or other travel document endorsed to show that you can stay indefinitely in the UK or that has no time limit on your stay.

**By signing and returning this application form you acknowledge and understand the above legal requirement and that you recognise the restrictions on recruitment with which Ruchazie Housing Association is required to follow.**

**Please note you will be required to produce the documents / declarations required by legislation if short listed for interview.**

**Note:**

**Under relevant United Kingdom Legislation you should note that a Work Permit, a Visa, or both, may be required if you are not a citizen of a European Economic Area (EEA) Country. It is an offence to employ an individual who is subject to immigration control, and who does not have permission to reside in the UK.**

**Rehabilitation of Offenders Act 1974**

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

**Canvassing**

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

**Confirmation of Qualifications**

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

**Advertisement Source**

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Declaration**

I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Personal Information**

|  |
| --- |
| Title: Surname: First Name:Address for Correspondence:Postcode:Private Telephone Number: Mobile Number:E-mail Address:Your Daytime Telephone Number (on which a message may be left): |

**Referees**

|  |
| --- |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Ruchazie Housing Association does not accept references from family members.**References will only be requested after interviews have taken place.**  |
| Name:Job title:Company:Address:Postcode:Email:Tel No:Fax No: | Name:Job title:Company:Address:Postcode:Email:Tel No:Fax No: |

**Secondary Education (please list subjects passed)**

|  |  |  |  |
| --- | --- | --- | --- |
| Standard/ O Gradeor equivalent | Grade | Higher Gradeor Equivalent | Grade |
|  |  |  |  |

**Further Education**

|  |  |  |
| --- | --- | --- |
| University or Further Education Establishment | Course(s) &Subjects Studied | Degrees, Diplomas, Certificates Obtained |
|  |  |  |

**Professional Qualifications**

|  |  |
| --- | --- |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution etc |
|  |  |

**Training Courses**

**(Please give details of any relevant short courses or training undertaken)**

|  |  |
| --- | --- |
| Course(s) Undertaken | Provider(s) |
|  |  |

**Computer Skills (please detail your experience)**

|  |
| --- |
|  |

**Present or Most Recent Employment, if applicable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name & Address ofEmployer | Date From: |  | Date To: |  |
|  | Position Held: |  |
|  | Salary and other benefits/payments |  |
|  | Notice Required: |  |
|  | Reason For Leaving: |  |
| Nature of Post (describe your main duties): |  |  |

**Employment History (list in order of most recent first)**

|  |  |  |  |
| --- | --- | --- | --- |
| Name & Address ofPrevious Employer(s) | FromMonth/Year | ToMonth/Year | Position Held, Main Duties and Reason for Leaving |
|  |  |  |  |

*Please continue on a separate sheet if necessary.*

**Employment with Ruchazie Housing Association**

Ruchazie Housing Association wishes to compare your experience, skills and knowledge with its requirements for the post you are applying for. You should therefore, **try to show in the following part of the form how you satisfy these giving specific examples**. This does not have to be from paid work, but can be from other experience. The Selection Panel may consider candidates, who do not meet all the requirements, therefore please complete all sections as appropriate.

|  |  |  |
| --- | --- | --- |
|  | **E- Essential****D- Desirable**  | Applicant response |
| Skills/Abilities |  |  |
| Strong, practical team player able to inspire high levels of motivation, performance, and commitment to achieve a culture that puts the customer first and delivers quality services and value for money |  |  |
| Excellent planning and organisational skills with the ability to deal with a large and varied workload |  |  |
| High levels of customer awareness with a strong customer centred approach, flexible, confident and assertive |  |  |
| Excellent networking and relationship management skills |  |  |
| Ability to develop a performance culture & framework |  |  |
| **Experience**  |  |  |
| Have appropriate level of management experience in the Housing Sector. |  |  |
| Experience of working in a target driven and performance monitoring environment. |  |  |
| Proven track record of producing results within a similar demanding working environment |  |  |
| **Knowledge**  |  |  |
| Strong awareness and understanding of equal opportunities and legislation  |  |  |
| Reporting requirements contained within Scottish Social Housing Charter  |  |  |
| **Personal Attributes**  |  |  |
| Be an advocate of continuous improvement of services |  |  |
| Have a “can do” attitude and a proactive hands-on management style |  |  |
| Possess a full driving license and use of an appropriately insured vehicle |  |  |

**Additional Information**

|  |
| --- |
| Please provide any relevant information not covered elsewhere on this form, which may include other activities e.g. voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post. |

**Disability**

|  |
| --- |
| We are committed to the employment and career development of disabled people. To demonstrate our commitment, we guarantee an interview to anyone with a disability whose application meets the minimum essential criteria for the post at the short-listing stage. The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment, which has a substantial and adverse long-term effect on his or her ability to carry out normal day-to-day activities.□ Tick this box if you consider yourself disabled as defined by the Equality Act 2010. False declarations will subsequently invalidate any contract of employment. |

**Relationship to Staff Members**

If you are related to any employee of Ruchazie Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details:

**Relationship to Governing Board Members**

If you are related to a Board member of Housing Association or anyone who has been a Board member in the last 12 months, please provide details:

**Confirmation of Qualifications**

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

**Advertisement Source**

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Declaration**

I have read the guidance above and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



**RUCHAZIE HOUSING ASSOCIATION LIMITED**

**HOW WE USE YOUR PERSONAL INFORMATION**

We, Ruchazie HA, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), who ensures that we comply with data protection law. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at gdpr’ruchazieha.co.uk; telephone on 0141 774 4433; or writing to: The Data Protection Officer, Ruchazie Housing Association, 24 Avondale Street, Glasgow G33 3QS.

**Your attention is particularly drawn to section 3 of this statement, which confirms that you consent to your personal information and sensitive personal information being held and used by us as described in section 2 of this statement.**

 **1. What personal information do we hold and use about you?**

While we anonymise applications for employment prior to assessment, we may need to hold and use the personal information that you provide to us as part of your application and / or other personal information that we may obtain about you from you (for example, during an interview) and from third parties (including referees and recruitment agencies, if applicable). This includes your:

* name;
* contact information;
* date of birth;
* gender;
* identification documentation, such as your passport and / or driving licence;
* employment history and experience, including job titles, duties, salaries, skills gained and reasons for leaving;
* education, qualifications, training courses completed and professional memberships held (including copies of certificates);
* responses to questions in the application form which allow us to compare your experience, skills and knowledge with our requirements;
* relationship (if any) to our staff, Board members, suppliers, consultants or contractors;  hobbies and interests;
* referees’ names, contact details and job titles;
* results of psychometric testing (if applicable);
* nationality and immigration status and right to work in the UK (including relevant supporting documentation);
* sensitive personal information about your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions

(where you choose to share this with us as part of your application); and

* criminal records information, including Disclosure Scotland and / or Protecting Vulnerable Groups scheme checks (if relevant to the position that you are applying for).

The law requires you to provide certain of the above personal information to allow us to verify your right to work in the UK and to assess your suitability for the position applied for. If you do not provide us with this personal information, we may not be able to process your application successfully and / or take it further.

**2. Why do we hold and use this personal information about you?**

We hold and use this personal information to:

* carry out the recruitment process and assess your application for employment;
* verify the qualifications information provided by you;
* verify the criminal records information provided by you;
* carry out right to work and other statutory background checks;
* shortlist for and arrange an interview with you (if applicable);
* comply with legal requirements when arranging an interview with you (if applicable);
* comply with our equal opportunity monitoring obligations;
* communicate with and inform you of the outcome of the recruitment process;
* obtain references about you from your referees (if applicable); and
* protect and defend our legal rights in the case of a dispute between us.

**3. What is our legal basis for holding and using your personal information?**

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include:

* complying with the laws that apply to us, such as to check your eligibility to work in the UK and to make appropriate adjustments to comply with disability discrimination and accessibility laws when arranging an interview with you (if applicable);
* taking steps to enter into an employment contract with you, if your application is successful; and
* protecting our legitimate interests – in the highly unlikely event that we do not have another legal reason, we may have a legitimate interest in handling and using your personal information. In those circumstances, we will always consider your legitimate interests in the protection of your personal information, and will balance those against our own legitimate interests in handling and using your personal information for the purposes described in section 2 of this statement.

 In very limited circumstances, we may rely on your consent as the legal reason. By providing us with your personal information and sensitive personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions) and the personal information and sensitive personal information of other individuals (including your referees), you:

* consent to it being used by us as described in section 2 of this statement; and
* confirm that you have informed the other individuals if they are of 12 years old and above of the content of this statement and they have provided their consent to their personal information and sensitive personal information being used by us as described in section 2 of this statement.

You and the individuals have the right to withdraw your consent to us holding and using your and their personal information and sensitive personal information by contacting us. Once you / they have withdrawn your / their consent, we will no longer use your / their personal information and sensitive personal information for the purpose(s) set out in section 2 of this statement, which you originally agreed to, unless we have another legal reason for doing so.

**4. Who do we share your personal information with?**

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

* our consultants, advisers and IT service providers;
* our solicitors;
* your referees; and
* Disclosure Scotland.

1. **How long do we keep your personal information?**

We keep the personal information that we obtain about you during the recruitment process for no longer than we need to meet any legal, accounting, reporting or regulatory requirements.

We keep recruitment information (including interview notes) for 6 months after the recruitment process has been completed. We will only keep recruitment information for successful applicants for longer than this that is relevant to their employment.

More information is contained in our data retention policy, which is available by contacting our DPO.

1. **What rights do you have in relation to your personal information that we hold and use?**

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of any changes. Under certain circumstances, the law gives you the right to request:

* A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
* Correction of any incomplete or inaccurate personal information that we hold about you.
* Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
* Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws.
* The transfer of your personal information to another organisation.
* That you are not subject to a decision solely taken by computer which produces legal consequences for or otherwise significantly affects you.

You can also object to us holding and using your personal information where our legal reason is a legitimate interest (either our legitimate interests or those of a third party).

Please contact our DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

**7. Feedback and complaints**

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO’s contact details are as follows:

Telephone: 0303 123 1113 Website: https://ico.org.uk/concerns/

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

**8. Updates to this statement**

We may update this statement at any time, and we will provide you with an updated version when required to do so by law.

Last updated: September 2021



**Equalities Monitoring Form**

**Why are we asking for equality information?**

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

**What do we do with equality information?**

We use equality information for a range of purposes, including to help us to:

* protect and promote your rights and interests;
* promote equality objectives across our services;
* identify and address our customers’ needs, improve our services, develop policies; and
* identify and eliminate any form of discrimination.

**Do you need to answer every question?**

All equalities monitoring questions are optional. You are not obliged to answer any of these questions but by answering as many questions as possible you will help us improve our policy development. We provide options throughout the form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of the questions. The form has space for you to tell us more about your needs if you want.

We may ask for some information in other forms where this is required by law. For example, where we need to know your age if you are applying for a home as only those over 16 years old can be registered on our housing list.

**How do we process your equality information?**

We process equality information strictly in line with data protection law, including by:

* processing your equality data confidentially;
* restricting access only to relevant staff members;
* retaining equality information only as long as necessary;
* sharing data only as lawfully permitted; and
* destroying data securely.

**Who do we gather equality information about?**

We gather equality information from:

* people who apply for a home;
* tenants;
* people who apply for a job with us;
* our employees;
* board and Committee members

**Age**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please tick the band for your age:** | 16–24 |  | 25–34 |  |
| 35–44 |  | 45–54 |  |
| 55–65 |  | 65+ |  |
| Prefer not to say  |  |

**Belief or religion**

Please tick the box which best describes your belief or religion from the list below?

|  |  |
| --- | --- |
| Buddhism: |  |
| Christianity |  |
| Catholic: |  | Protestant: |  | Other: |  |
| Hinduism: |  |
| Islam: |  |
| Judaism: |  |
| Sikhism: |  |
| Other religion (please state what this is):  |  |
| No specific belief in religion (for example, atheism or agnosticism): |  |
| Other belief (for example, humanism): |  |
| Prefer not to say |  |

Please use the space below to tell us about any particular requirements relating to your beliefs or religion:

|  |
| --- |
|  |

**Disability**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you a disabled person?  | Yes |  | No |  |

If yes, please tick the box which category you would use from the following list:

|  |  |
| --- | --- |
| Autoimmune: (for example, multiple sclerosis, HIV, Crohn’s/ulcerative colitis) |  |
| Learning difficulties: (for example, Down’s Syndrome) |  |
| Mental health issue: (for example, depression, bi-polar) |  |
| Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia) |  |
| Physical impairment: (for example, wheelchair-user, cerebral palsy) |  |
| Sensory impairment – hearing impairment  |  |
| Sensory impairment – visual impairment |  |
| Other: If none of the categories above apply to you, please specify the nature of your impairment. |  |
| Prefer not to say |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Ethnicity**

Please tick the box that best describes your particular ethnic group:

**African**

|  |  |
| --- | --- |
| African, African Scottish or African British: |  |
| Other African background (please specify): |  |

**Asian, Scottish Asian or British**

|  |  |
| --- | --- |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British: |  |
| Indian, Indian Scottish or Indian British: |  |
| Pakistani, Pakistani Scottish or Pakistani British: |  |
| Chinese, Chinese Scottish or Chinese British: |  |
| Other Asian background (please specify): |  |

**Black or Caribbean**

|  |  |
| --- | --- |
| Caribbean, Caribbean Scottish or Caribbean British  |  |
| Black, Black Scottish or Black British |  |
| Other Caribbean or Black background (please specify) |  |

**Mixed groups**

|  |  |
| --- | --- |
| Mixed or multiple ethnic group (please specify) |  |

**White**

|  |  |
| --- | --- |
| English |  |
| Gypsy Traveller |  |
| Irish |  |
| Polish |  |
| Roma |  |
| Scottish |  |
| Welsh |  |
| Other British |  |
| Other group (please specify your ethnic group) |  |
| Prefer not to say |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Marriage and civil partnership**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you presently in a civil partnership? | Yes |  | No |  |
| Are you presently married? | Yes |  | No |  |
| Prefer not to say  |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Pregnancy and maternity**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you pregnant? | Yes |  | No |  |
| Have you taken maternity or paternity leave in the past year? | Yes |  | No |  |
| Prefer not to say  |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Sex**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| What is your sex? | Female |  | Male |  | Intersex |  |
| Prefer not to say  |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Gender re-assignment (trans/transgender)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Do you consider yourself to be a trans person? | Yes |  | No |  |
| Prefer not to say  |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Sexual orientation**

**What is your sexual orientation?**

|  |  |
| --- | --- |
| Bisexual |  |
| Gay man |  |
| Heterosexual/straight |  |
| Lesbian/ gay woman |  |
| Other |  |
| Prefer not to say |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**What to do now**

**When completed, this form can be returned, along with your application form, by e-mail to:**

**janice@ruchazieha.co.uk**

Or by post, marked **Private and Confidential** to:

J shields, Director, Ruchazie Housing Association, 24 Avondale Street, Glasgow G33 3QS