



Application Pack

July 2023

Dear Applicant,

Post of Head of Housing Services

Please find enclosed the Application Pack for the above post.

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

12 noon on Friday 4th August 2023

Please complete the application form provided and do not include a C.V.

The provisional interview date is week beginning 14th August 2023.

If you have any questions or would like further information, please do not hesitate to contact the office.

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Thank you for your interest and we look forward to receiving your application.

Background Information

West Whitlawburn Housing Co-operative (WWHC) was formed in 1989 through large-scale voluntary transfer with the main aim at the time being the rehabilitation of the housing stock and to address the social problems in the area. WWHC is a fully mutual housing co-operative, registered under the Co-operative and Community Benefit Societies Act 2014, a Registered Scottish Charity and a Registered Social Landlord (RSL), registered with the Scottish Housing Regulator. We are VAT registered and our turnover for the year ended 31 March 2022 was £4,667,966

We own and manage 704 homes in Cambuslang, South Lanarkshire. 432 are multi storey flats (61%), 112 are low-rise flats and we have 160 properties, which are a mix of terraced and semi-detached houses and 16 cottage flats.

All the multi storey and low-rise properties are late 1960s systems build design and have undergone major refurbishment and improvement work over the years.

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

The Co-operative enjoys a highly committed management committee, all of whom are tenants, and prides itself on tenant control with high quality service delivery. Our Rules allow for 15 Management Committee members who are unpaid and give their time and commitment on a voluntary basis. They are supported through training and development to ensure the skills and experience are in place to guide the Co-operative forward.

We employ a dedicated and experienced staff team, 13 of whom provide our 24/7 Concierge Service which has been in place since 1996. This service has been integral in transforming our housing stock into safe and desirable homes for our tenants. Community safety is at the heart of the service providing various community supports such as support for vulnerable tenants, dealing with anti-social behaviour and providing an immediate response to smoke detector activations in the multi storey blocks.

We have worked to invest in our homes over the years but we also place importance on wider community regeneration as we commit to making West Whitlawburn a safe and secure place to live now and in the future.

West Whitlawburn Housing Co-operative has a strong record of accomplishment of successful delivery of services and physical and social improvement projects, which have made a great difference and there, is a real feel of a strong and vibrant community.

Job Advert

Head of Housing Services

Salary EVH Grade 9 SM1 £48,897 to SM3 £51,305

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

We are seeking a Head of Housing Services to join our team, who is passionate about the highest possible levels of service, local control and accountability. We offer a rewarding work environment where you will have the opportunity to make a real difference to our local community.

You will lead the delivery of all Housing and Concierge services and will drive a performance management culture. You will be an effective member of the Senior Staff Team, working collaboratively with colleagues on all matters of business strategy ensuring WWHC is a customer-focused, ambitious, dynamic and sustainable organisation.

The successful candidate must be able to meet the high expectations of our service users. This post requires someone who is performance driven, has excellent communication skills, a proven record of delivering excellent customer services, strong IT skills and is a confident and effective manager. A flexible and enthusiastic approach is essential along with the ability to manage competing priorities.

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

If you feel you have the necessary skills and experience and you would like to work in a forward thinking, well established organisation then we would like to hear from you.

Please visit our website for an application pack

Please return completed applications to recruitment@wwhc.org.uk
Closing date for applications is **12 noon on Friday 4th August 2023.**

We plan to hold interviews in week commencing 14th August 2023.

West Whitlawburn Housing Co-operative is an Equal Opportunities Employer and we welcome applications from all sectors of the community.

We accept direct applications from candidates only. CVs will not be considered.

Job Description

Title	Head of Housing Services	Responsible to	Director / Deputy Director
Salary	£48,897 to £51,305 EVH Grade 9 (SM1 – SM3)	Responsible for	Housing Management and Concierge Staff

Summary

The Head of Housing Services (HHS) is responsible for the delivery of efficient and professional Housing Management and Concierge services. The HHS will ensure excellent service delivery, which is responsive to the needs of our tenants and will seek to continuously improve services.

The HHS has overall responsibility for the development and co-ordination of all strategies, functions, systems, policies and procedures, targets and budgets within the scope of Housing Management and Concierge services. The HHS is part of the Senior Management Team reporting to the Director / Deputy and ultimately Management Committee.

Key Aims

- Review and develop high quality internal housing management procedures and working with the team ensure a culture of continuous improvement.
- Have a strong knowledge of housing legislation, good practice and regulatory frameworks and apply this knowledge in the provision of services.
- Develop and implement effective performance management systems and frameworks to ensure that the Housing Management team excels in its delivery of service.
- Actively participating in organisational decision-making processes by assessing risk, budget setting and monitoring, policy developments and building and maintaining partnerships.
- Promote a culture of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy.
- Seek opportunities to develop the team, the service delivery and the approach used by the Co-operative to deliver an outstanding service to our tenants and residents.

Operational Responsibilities

The management and delivery of a range of day to day housing management functions and associated services including:

- Allocations and void management
- Tenant support and sustainment
- Estate Management and anti-social behaviour
- Housing Advice and Housing options

- Rent collection and arrears control
- Tenant participation and consultation
- Associated services such as welfare rights, energy advice, financial inclusion, community engagement etc.
- Concierge services (24/7)
- Liaise with other agencies to develop, implement and monitor nomination agreements, including Section 5 referrals.
- Support staff in dealing with challenging cases including taking the lead role where appropriate.
- Assist in investigations including complaints at stage 1 & 2, anti-social behaviour and other topics by writing reports with findings and recommendations.
- Respond to relevant MSP and Elected Member enquiries.
- Contribute to the collection of data and customer feedback ensuring information on our tenants is accurate and updated periodically.

Leadership & Management

- Lead the Housing Management team focusing on providing support, guidance and development to every member of the team.
- Monitor and evaluate staff performance, including assessment against KPI's, identify and report on training requirements and ensure that each member of staff is encouraged to maximise performance
- Where necessary, provide strong management in terms of managing under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures
- Ensure that staff are conversant with WWHC's policies, procedures, IT and service standards and put in place appropriate checks to ensure compliance
- Oversee and where appropriate allocate the work of Housing Management staff members and ensure excellent services are delivered in a timely and effective manner
- Motivate, encourage, manage and equip staff with appropriate support, welfare and resources to carry out their duties to the highest standard
- Develop a culture of continuous improvement and customer focus based on right first time
- Carry out regular one to one interviews and appraisal of housing management staff and support the development, learning and growth of colleagues

- Carry out regular team meetings and training sessions, sourcing external support where required
- Foster a culture of consistency in service delivery, seek out improvements, encourage teamwork, learning from each other, taking ownership, problem solving and innovation.

Strategy, Performance & ICT

- Ensure compliance with legal, regulatory and best practice requirements.
- Ensure compliance with the Scottish Government's Social Housing Charter.
- Provide accurate verifiable and timely reports as required for regulatory and other reporting requirements including internal and external audit and Annual Return on Charter (ARC).
- Responsible for the production, analysis and reporting of statistics and performance information maintaining the accuracy of data on our IT systems.
- Monitor and report on performance and progress as required to the senior staff team, Director and Management Committee through the Performance, Assurance and risk Sub Committee.
- Assist with budget and rent setting and tenant consultation, business planning and monitoring of relevant areas, reporting any variance in line with WWHC's procedures.
- Develop and, maintain, productive partnerships, which support our business objectives, the values of WWHC and ensures compliance with statutory, legal and regulatory obligations.
- Act as the lead on internal audits and make any required service enhancements following on from recommendations provided.
- Lead on the formulation, review and development of strategies, policies and procedures for housing services functions, and ensure that any sub-Committee and Management Committee decisions are implemented effectively
- Be fully conversant with the Co-operative's computerised systems and ensure staff make best use of the system any associated equipment to provide the most effective housing service possible.
- In conjunction with other staff take responsibility to ensure the Housing Management software is utilised to its optimum efficiency and where appropriate implement and train other users.
- Ensure all related statistical databases are present and correct and report any difficulties to the Director or Deputy.

General Responsibilities

- Comply with the remit and delegated authority of WWHC's Standing Orders, Rules, Policies, Procedures and Financial Regulations.
- Keep up to date on relevant housing, finance, and related legislation and policy at a local and national level.
- Attendance at training events, meetings and external user group meetings as appropriate, some of which will be out with normal working hours.
- Actively promote the Equality and Diversity Policy and practice as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Ensure that all records, manual and computerised, are kept up to date and in accordance with the Co-operative's Privacy Policy and procedures
- Contribute to WWHC's tenant information provision (newsletter, annual report etc.) ensuring relevant sections of the website are informative and up-to-date

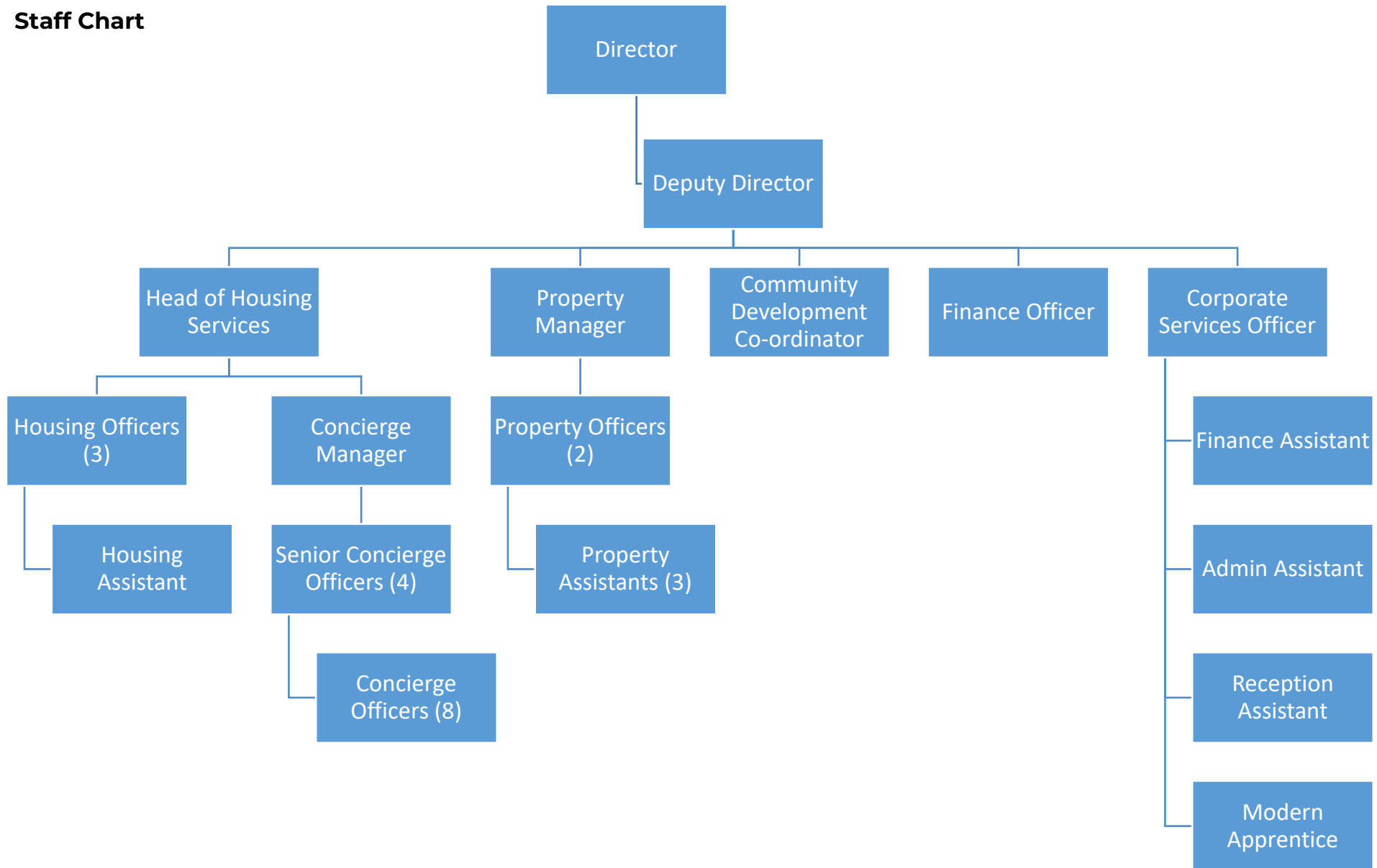
The responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and you may be required to carry out additional duties as allocated by the Director or Deputy Director.

Person Specification - Head of Housing Services

Experience and Qualifications	Essential	Desirable
Minimum 5-years' experience working within Registered Social Landlord or housing related organisation	✓	
Educated to degree level in a relevant discipline or qualification in housing (CIH Level 5 or above)	✓	
Member of the Chartered Institute of Housing		✓
Experience of leading and developing a successful high performing team	✓	
Experience in the development, monitoring, review and implementation of policies, procedures and systems	✓	
Experience of reporting and presenting information to a Management Committee, colleagues or wider external audience	✓	
Experience of engaging with external stakeholders and building partnerships		✓
Experience of achieving KPI targets and providing a consistently high quality of service and accurate reporting	✓	
Experienced in Tenant Participation		✓
Knowledge	Essential	Desirable
Working knowledge of all aspects of housing management including allocations, anti-social behaviour, estate management, voids, rent arrears, welfare reform, Universal Credit, housing benefit and tenancy sustainment	✓	
Knowledge of developing and implementing tenancy sustainment services	✓	
Demonstrate application of your knowledge of relevant housing legislation and regulatory requirements relating to housing management	✓	
Proven ICT skills in developing and making best use of housing management systems and knowledge of promoting digital inclusion for tenants	✓	
Understanding of risk management and control and role of audit and regulatory returns within an organisation	✓	
Understanding of the Social Housing Charter, Regulatory Framework, relevant legislation and good practice	✓	
Skills and abilities	Essential	Desirable
Excellent communication skills including report writing, understanding and data presentation with the ability to	✓	

convey information clearly and concisely to internal and external customers.		
Well-developed interpersonal skills including an empathetic and positive approach when dealing with sensitive and difficult situations	✓	
Effective networking, negotiation and team worker able to develop and maintain good relationships with colleagues and the Management Committee	✓	
Proven ability to develop and maintain working relationships with external agencies to achieve sustainable solutions to tenants	✓	
Leadership and management skills, able to supervise and manage team performance, lead, motivate and empower staff	✓	
Ability to demonstrate strategic thinking and planning to drive work forward to deliver successful services, outcomes and continuous improvement of performance	✓	
Excellent interpersonal, team working and customer service skills	✓	
Ability to negotiate and influence others to meet the Co-operative's objectives	✓	
Excellent skills in engaging, motivating and inspiring colleagues to deliver the best possible service	✓	
Ability to innovate and embrace opportunities for change	✓	
Take ownership for self-development and continuous improvement of yourself and team	✓	
Highly proficient IT skills	✓	
Other	Essential	Desirable
Respect for others and commitment to equal opportunities	✓	
Strong commitment to the values of West Whitlawburn Housing Co-operative and the social housing sector, including principles of co-operation, equality and social justice	✓	
Committed to continuous improvement and customer service excellence	✓	
Self-motivated with a positive attitude	✓	
Flexibility in working arrangements and willing to work outside normal working hours when required	✓	
Driving license and access to your own car		✓

Staff Chart



Summary of Principal Terms and Conditions of Employment

West Whitlawburn Housing Co-operative is an EVH (Employers in Voluntary Housing) employer and the terms and conditions for this post are largely in accordance with EVH terms and conditions.

Post:	Head of Housing Services
Salary Scale:	EVH Grade 9 £48,897 to £51,305 Salary is paid monthly by Bank Transfer
Contract:	Full time, permanent
Hours of Work:	35 hours/week Monday to Friday. The organisation operates a flexitime policy.
Place of Work:	57 Belmont Road, Whitlawburn, Cambuslang, G72 8PG Some remote working may be required.
Annual Leave:	27 days annual leave per year
Public Holidays:	13 days per year
Pension:	The Co-operative is a member of the Scottish Housing Association Pension Scheme (SHAPS) offering Defined Contribution options.

This summary is for general guidance only and will not form part of the contract of employment.

All offers of appointment are subject to receipt of two satisfactory references.

Guidance Notes for Applicants on Filling in the Application Form

Please read these notes carefully

1. The form should be completed in black ink for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. The enclosed Person Specification lists the essential and desirable requirements for this post. When short-listing for interview, the selection panel will only consider the information contained in your application form. You should demonstrate how you meet the job requirements to be considered for the post.
4. The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the requirement; you should demonstrate how you meet it with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting the essential criteria.
5. If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
6. Candidates must declare on their application form if you are related to any members of staff, management committee member, consultants or contractors or suppliers to the Co-operative. This will not necessarily be detrimental to your application.
7. All personal details will be removed, and applications are anonymised for the short-listing process
8. The equal opportunities monitoring information is kept separately and does not form part of the selection process.
9. WWHC is keen to be an inclusive organisation, so we encourage candidates with disability to contact us if there are adjustments / assistance that we can provide to enable an application.
10. All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974. Positions are subjected to the declaration is being completed. Any information you do disclose will be treated confidentially and only shared with those who need to know.

If you are appointed and it is found you did not disclose previous

conviction(s), which you were legally obliged to disclose, then disciplinary action up to and including dismissal may be taken.

11. Where possible, please email your application as a word document, with confirmation of the application being true and complete stated in the email. Candidates invited for interview will be asked to sign their application at this point.
12. Completed application and equality monitoring forms should be returned to:

recruitment@wwhc.org.uk quoting the job title in the subject line.

The application form must be completed in full.

You will be asked to provide proof of qualifications and professional memberships if you are invited to interview.

All shortlisted applicants will be emailed to invite them to attend for interview. It is important that you check your emails regularly, including your junk/spam folder.

West Whitlawburn Housing Co-operative

Fair Processing Notice

(How we use employee information)

This notice applies to all current and former employees, applicants, workers, volunteers and contractors.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. West Whitlawburn Housing Co-operative (WWHC) (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the UK GDPR and Data Protection Act of 2018 (the 2018 Act), together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are registered as a Data Controller with the Office of the Information Commissioner under registration number **Z5990754** and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is WWHC’s Director. Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer.

2. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including Employment/Recruitment Agencies, pensions services):
 - Name
 - Date of Birth
 - Address
 - Telephone Number
 - E-mail address
 - NI number
 - Personal characteristics such as gender and ethnic group
 - Qualifications
 - Absence information
 - Medical information
 - Next of kin / emergency contact information
 - Professional bodies

- Driving licence and insurance details
- Trade union membership
- Equality monitoring information
- CCTV images
- Passport details
- Training records

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

- Administration of all aspects of contracts of employment
- Ensuring compliance with the terms of your contract including managing performance and conduct, making decisions about continued employment, and managing absence
- Payment of salaries and pensions
- Recruitment and selection processes
- Pensions and associated benefits (including auto enrolment), appraisal, training and development
- Membership of professional bodies
- Legal entitlement to work in the UK
- Contacting you
- Implementation of all of your terms and conditions of employment
- Ensuring compliance with legal and regulatory obligations with which WWHC needs to comply
- Carrying out business management and planning
- Arranging the termination of our working relationship
- Health and safety
- Inform your contacts in the event of sickness, accident or other emergency
- To pay your Trade Union membership dues
- Operation of childcare voucher schemes

4. We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments;
- HMRC for tax and salary information
- Health and Safety Executive to satisfy legislative or regulatory requirements
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to;

- If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners;
- To make referrals to, and discuss with, health professionals and occupational health providers;
- To obtain advice from our professional advisors and regulators;
- To our service providers including IT and telecoms
- Any person specified by you, where you ask us to provide a reference to that person
- Other third parties necessary to comply with the law

We do not envisage taking any decisions about you based solely on automated processing which have a legal or similarly significant effect on you.

5. When you give us information we take steps to make sure that your personal information is kept secure and safe:
- Paper copies are kept in a secure locked filing cabinet with access restricted to senior staff members
 - Restricted computer access
 - Suppliers and service providers are required to comply with General Data Protection Regulation requirements

Our information is presently stored within the UK/EEA. We do not intend to transfer your personal information to any country outside of the EEA or to any international organisation.

Where information is transferred outside the UK we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including a decision by the ICO that the third country has adequate safeguards or details of appropriate security provisions that are in place.

6. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by legal, accounting or reporting requirements, or as set out in any relevant contract we have with you.

We will retain all of your personal information during your engagement and for a minimum period of 5 years after termination to allow us to establish, exercise or defend legal claims with the exception of the following:

We will delete out of date contact, emergency contact, and bank account details whenever you provide us with updated details.

Data retention guidelines on the information we hold is provided in the data retention schedule included in our Privacy Policy.

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

These rights are qualified and are not absolute.

8. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact WWHC's Data Protection Officer.
9. If you have any complaints about the way your data is processed or handled by us, please contact the Data Protection Officer.

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner's Office in relation to our use of your information.

The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland
45 Melville Street
Edinburgh EH3 7HL

Telephone: 0303 123 1115

Email: Scotland@ico.org.uk

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.