



Application Pack

February 2024

Dear Applicant,

Post of Concierge Manager

Please find enclosed the Application Pack for the above post.

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

Please return completed applications to recruitment@wwhc.org.uk by

12 noon on Friday 8th March 2024

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

The planned interview date is **21st March 2024**.

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

Contents	Page
Background Information	2
Job Advert	3
Job Description	4
Person Specification	8
Staff Structure	10
Summary of Terms and Conditions	11
Guidance Notes for Applicants	12
How we use your Personal Information	14

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 2023 was £4.8 million.

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

Concierge Manager

Salary EVH Grade 7 £36,860 to £40,475

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

We are seeking a Concierge Manager 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.

Reporting to the Head of Housing Services, you will lead the delivery of all Concierge functions. You will be an effective manager working with colleagues to ensure WWHC provides a responsive and customer-focused tenant support service.

The successful candidate must be able to meet the high expectations of our service users. This post requires someone who has a proven record in delivering excellent Concierge services and understands the challenges involved. You will have good communication skills, proficient IT skills and will be a confident and effective manager who is willing to be hands on when needed. 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'd like to work in a forward thinking, well established organisation then we'd 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 no later than **12 noon on Friday 8th March 2024 and we plan to hold interviews on 21st March 2024.**

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	Concierge Manager	Responsible to	Head of Housing Services
Salary	£36,860 to £40,475 EVH Grade 7	Responsible for	Concierge Staff

Summary

The Concierge Manager (CM) is responsible for the delivery of a high quality, efficient and professional Concierge service.

The CM will ensure excellent service delivery, which is responsive to the needs of our tenants and seeks to continuously improve.

Key Aims

- Review and develop high quality Concierge Service procedures and working with the team ensure a culture of continuous improvement.
- Have a strong knowledge of 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 Concierge team excels in its delivery of service.
- Actively participate 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 Concierge functions and associated services including:

- Organise the Concierge team to ensure 24/7 service provision, arranging or providing cover for holidays and sickness as appropriate.
- Provide out of hours support and on call service, covering nights and weekends, often at very short notice.
- Effectively promote the Co-operative's values at all times
- Develop and implement effective monitoring and reporting systems for all, Concierge activity
- Effectively manage emergency situations as they arise by implementing appropriate procedures and liaising with emergency services, ensuring good communication and working relationships between all agencies.

- Order and control all concierge materials and WWHC equipment maintaining appropriate inventory and records. Retrieve WWHC property from tenants where required.
- Set out all Concierge work rotas ensuring they are comprehensive and are carried out to high standards
- Carry out regular inspections to ensure effective implementation as required
- Ensure all repairs identified are reported and carried out promptly
- Ensure emergency out of hours repairs are reported and made safe
- Ensure all repairs which may affect tenant safety are reported and carried out promptly
- Ensure effective record keeping and audit trails as required
- Monitor spend against budget reporting on variances
- Ensure concierge staff comply with all Health and Safety legislation, policies and procedures.
- Act as the Concierge H & S administrator, identify H&S risks relating to all job functions and ensure proper control measures are developed and adhered to.
- Carry out risk assessments with staff where necessary.
- Ensure all concierge staff are trained in all areas of H & S relevant to their activities including use of cleaning materials and lone working

CCTV / Security and Emergency Response

- Ensure the effective operation of all technology in the Concierge Station, reporting and logging faults, checking equipment is operating at regular intervals and verifying CCTV times.
- Supervise and ensure security is maintained in all WWHC properties including operation of controlled entry and CCTV monitoring
- Ensure an immediate response to smoke, heat and housing alarm activations
- Resolve security breaches identified
- Record and report any suspicious or criminal activity, providing accurate and relevant information to the Police and Office staff.
- Retain CCTV recordings and provide to the Police as required
- Arrange appropriate staff attendance at court as required
- Ensure effective working relationships with contractors supporting problem solving as required
- Provide to Concierge team from home when system faults occur out with normal working hours, as required.
- Issue key fobs in line with policy and update records promptly and accurately.
- Ensure compliance with Data Protection and Freedom of Information legislation

Leadership & Management

- Lead the Concierge 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, and service standards and put in place appropriate checks to ensure compliance
- Oversee and where appropriate allocate the work of Concierge 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 Concierge staff and support the development, learning and growth of colleagues
- Carry out regular team meetings and training sessions, sourcing external support where required
- Ensure all aspects of the Absence/Attendance Management Policy is adhered to and maintain accurate records
- Participate in the recruitment of staff as required
- Support staff in dealing with challenging situations including taking the lead role where appropriate.
- Contribute to the collection of data and customer feedback ensuring information on our tenants is accurate and updated periodically.

Tenant Support

- Action tenant noise complaints, anti-social behaviour, flooding etc.
- Ensure accurate, relevant and detailed reports are passed to relevant housing management staff.
- Maintain records and 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).

- Assist in investigations including complaints at stage 1 & 2, anti-social behaviour and other topics recording outcomes and implementing appropriate action
- Ensure compliance with the Scottish Government's Social Housing Charter.
- Provide information and attend tenant meetings and AGM as required
- Support Housing Management team with accompanied viewings and end of tenancy visits when required
- Ensure annual equipment checks are carried out to Housing Alarm systems and that tenant information is up to date
- Ensure relevant knowledge of our tenants to meet their needs
- Act as a point of contact to provide accurate information and advice to tenants.
- Liaise with external agencies as necessary
- Identify tenants in need of additional support such as housing alarms, home fire safety checks or welfare benefits advice and pass to Housing Officer for further action

General Responsibilities

- Attendance at training events and 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)
- Given the nature and scale of The Co-operative a flexible approach and attitude to duties is required. The concierge manager will also be required to participate in "hands on" cleaning activities.

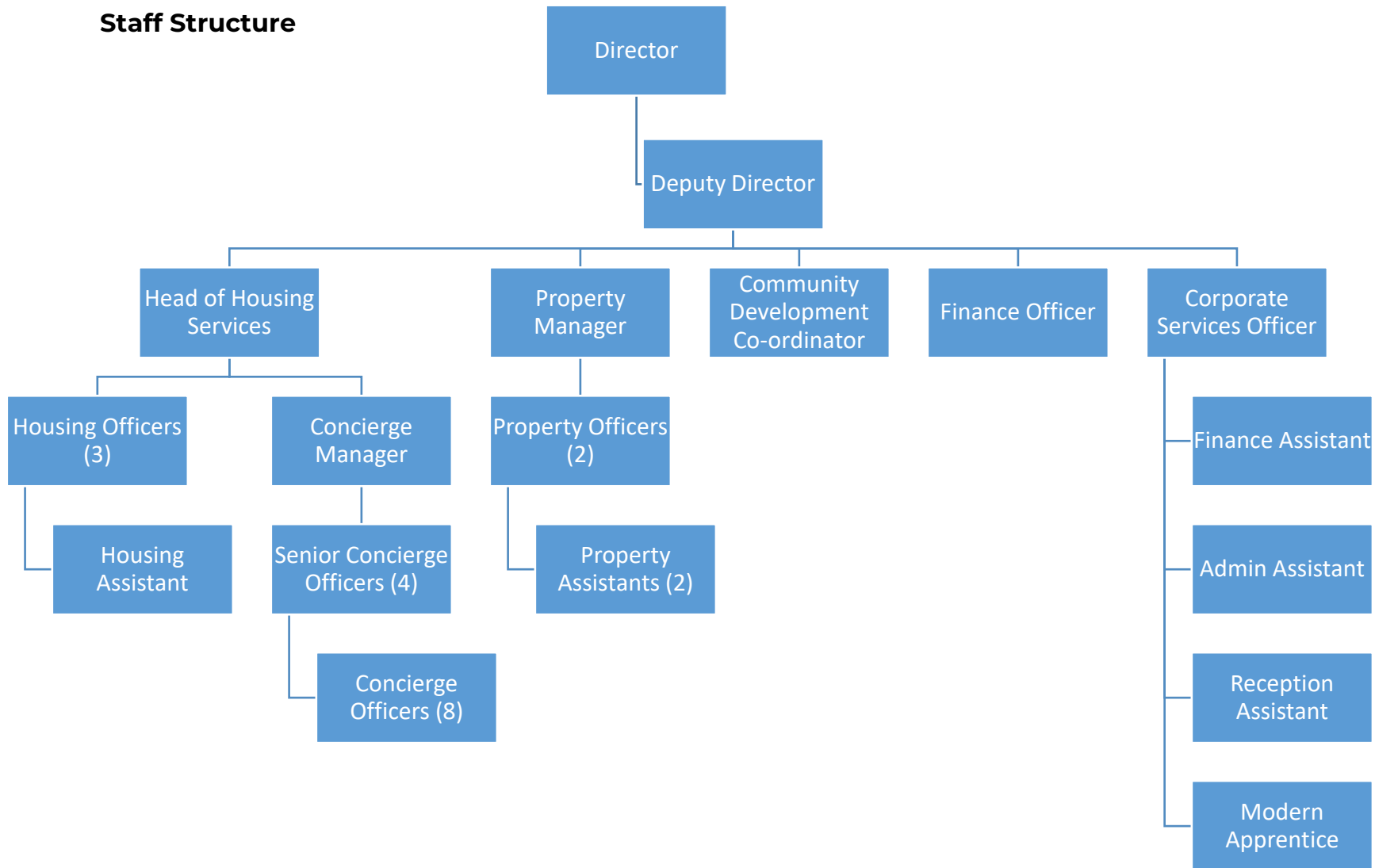
The responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and you may be required to carry out additional duties as allocated by the Director or Head of Housing. Comply with the remit and delegated authority of WWHC's Standing Orders, Rules, Policies, Procedures and Financial Regulations.

Person Specification – Concierge Manager

Experience and Qualifications	Essential	Desirable
Minimum 3-years' experience working within Registered Social Landlord or housing related organisation	✓	
Experience of leading and developing a successful high performing team	✓	
Experience in the development, monitoring, review and implementation of procedures and systems	✓	
Experience of engaging with external stakeholders and building partnerships	✓	
Experience of achieving targets and providing a consistently high quality of service	✓	
Experienced in tenant support		✓
Knowledge	Essential	Desirable
Working knowledge of all aspects of Concierge services including common area standards, CCTV monitoring and management .	✓	
Strong understanding of providing a 24 hrs services 365 days each year	✓	
Understanding of health and safety and risk management and control	✓	
Understanding of data protection and freedom of information legislation	✓	
Understanding of the Social Housing Charter and Regulatory Framework		✓
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		
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		✓
Proficient IT skills	✓	
Ability to work out of office hours and to provide support to staff when required	✓	
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 Structure



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:	Concierge Manager
Salary Scale:	EVH Grade 7 £36,860 to £40,475 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. There will be periods where work outside of normal hours will be required.
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.