

May 2019

Dear Applicant,

Post of Digital Participation Officer

Thank you for your interest in employment with West of Scotland Housing Association. I am pleased to enclose an application pack for the above vacancy which contains the following documents:

- Application Form
- Equal Opportunities Monitoring Form
- Guidance Notes on completing the Application Form
- Job Description and Person Specification
- Background Information
- Summary of Terms & Conditions of Employment
- Recruitment Charter
- How we use your Personal Information
- Guidance Notes on completing the Application Form

Please contact me immediately if any of the above materials are missing.

Please complete the Application Form and Equal Opportunities Monitoring Form as soon as possible to vacancies@westscot.co.uk or return them to the address stated on the Application Form, by no later **12 noon on the 21st June 2019**. Late applications will not be considered. If you would like us to acknowledge receipt of your application, please enclose a stamped addressed envelope with your completed application form. Applications submitted by email will receive an acknowledgement by return.

You must complete all sections of the application form and should also note that curriculum vitae and supplementary material will not be taken into account.

Please note provisional interview date – **5th July 2019**

I hope that the information supplied is of help to you. If you have any queries, please do not hesitate to contact me on 0141 550 5050.

Yours sincerely

Tracy Whitelaw
HR Assistant

JOB DESCRIPTION

Job Title: Digital Participation Officer

Department: Housing & Customer Services

Grade: WT Grade 4

Responsible to: Community Service Officer

Job Purpose: To proactively support promote, develop and deliver a Digital Participation initiative. Promote the delivery of meaningful digital participation activities which support WTWSHA tenants to access online services. Work directly with communities and partner organisations to develop and implement digital support projects.

Main Responsibilities

- Work to deliver the Digital Participation Strategy
- Establish strategic relationships with partner organisations to assist with the delivery of community-lead digital participation initiatives.
- Develop a Digital Participation Programme of activities focusing on the needs of tenants, in line with our Supporting Communities and Digital Participation Strategies.
- Develop a basic digital skills training programme using nationally approved definitions and adapt these where necessary to ensure accessibility for all i.e. for individuals who have additional support needs.
- Offer frontline digital advice and support to individuals on using domestic level digital devices and applications including those accessing universal credit systems.
- Facilitate a strong working relationships with key partners who deliver digital participation activities (particularly Libraries and Community and Adult Learning) in order to promote existing services, share good practice and avoid duplication of work.
- Scope out opportunities for improving connectivity for tenants which may include their place of residence or a community spaces.
- Implement appropriate monitoring and evaluation systems, produce statistics, case studies and reports as required by the Digital Strategy programme of work. Use the evaluation findings to evidence, develop and improve the service.
- Demonstrate a flexible approach to all cross team working.
- Participate in regular support and supervision sessions.
- Participate in team and organisational meetings and training.

PERSON SPECIFICATION

Criteria	E	D
Skills & Qualities		
Good Literacy and numeracy skills with the ability to maintain written records	*	
Excellent verbal communication skills (face to face, telephone)	*	
Excellent interpersonal and engagement skills	*	
Excellent use of IT and Microsoft Office Packages including the setting up email and or use of DWP universal credit systems	*	
Good communication skills with the ability to write reports and collate monitoring information	*	
Ability to support and impart IT knowledge to non IT Users	*	
A methodical and flexible approach to organising and prioritising a varied workload	*	
Excellent ability to work well under pressure	*	
Self-motivated and able to work on own initiative	*	
Ability to maintain confidentiality	*	
Professional appearance, manner with an approachable and friendly outlook	*	

Experience & Knowledge		
Experience of implementing high quality Digital Support Services or similar projects	*	
Experience of working within partnership of and/or multi agency arrangement		*
Experience of working directly with the public and communities	*	
Understanding of the key principles of the Digital Inclusion	*	
A demonstrably creative and positive approach to IT support for individuals from various social backgrounds	*	
Proven track record of contributing to support projects	*	
Experience of delivering community based Activities		*
Basic understanding of Universal Credit processes		*

Other Requirements		
Have a full Drivers Licence, preferably access to your own vehicle	*	

Qualifications		
Educated to HNC in a Digital subject or equivalent experience	*	

Summary of Principal Terms and Conditions of Employment

A summary of the principal areas are as follows:

Post:	Digital Participation Officer
Salary Scale:	WT Grade 4 (£21,319)
Contract:	Fixed Term until March 2020 (Possible extension if funding secured)
Hours of Work:	35 hours per week A flexible working system is in place
Place of Work:	Glasgow
Annual Leave:	25 days per annum
Public and General Holidays:	12 days per annum
Pension:	Auto enrolment

This summary is for general guidance only and will not form part of the contract of employment. Any offer of employment will be subject to satisfactory references.

Background Information

Our Vision

We go further to provide housing you call home.

Our Values

To support our customers and communities by:

- Being adaptable and flexible in meeting their needs
- Empowering and providing opportunities to help them grow
- Creating a sense of belonging
- Engaging and connecting with others who can help

WSHA strives to achieve value for money in all of our activities and our overall aim is to have innovative and exciting communities where people want to live and thrive.

Willowacre Trust

Willowacre Trust is the charitable subsidiary of WSHA and has been working to tackle social disadvantage for over 50 years. Willowacre Trust is committed to the delivery of projects and services which offer additional support and opportunities to WSHA tenants with the overall aim of positively impacting on our tenants' lives.

Services delivered within communities include:

- Community centres, multi-use games areas and urban green spaces.
- [The Imagination Library](#)
- Community events
- Starter packs, food parcels and fuel top ups
- Older people's services within sheltered housing.
- Money and Energy Advice provided from dedicated officers supports issues relating to personal debts, budgeting, fuel debt, switching tariffs and heating systems.
- A [Handyperson Service](#) is also offered to older tenants or families who are vulnerable.



Recruitment Charter

West of Scotland Housing Association is committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

You will be treated in a polite, helpful and friendly manner at all times.

When you request a recruitment pack, it will be sent out by the end of the next working day.

Please send a stamped addressed envelope with your application if you would like an acknowledgement that we have received it. Emailed applications will be acknowledged by return.

The information you provide will be treated in confidence and with discretion.

We welcome applications from people who self-identify themselves as disabled and guarantee an interview to those who meet the essential job criteria. If you have indicated that you require particular arrangements, you will be asked in your interview letter to contact us to discuss your requirements.

We will normally advise you within four weeks of the closing date if you are not selected for interview.

We will normally advise you within three weeks of the closing date if you are invited to interview.

We will normally give you at least one week's notice of the interview and we ask that you promptly confirm your attendance or otherwise. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.

The selection process will be conducted in a professional manner and we will provide you with sufficient information to enable you to make an informed choice regarding the position for which you have applied.

If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within three weeks of the conclusion of the interviews.

If you have been unsuccessful at interview, we will normally advise you in writing within two weeks.

On request, we can give you constructive feedback on your interview.

Equal Opportunities

The West of Scotland Housing Association values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Comments, Complaints and Compliments procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint

WEST OF SCOTLAND HOUSING ASSOCIATION LIMITED

HOW WE USE YOUR PERSONAL INFORMATION

We, West of Scotland 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), Jennifer Cairns, 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 jennifer.cairns@westscot.co.uk; telephone on 0141 550 5625; or writing to: The Data Protection Officer, West of Scotland Housing Association Limited, Camlachie House, Barrowfield Drive, Camlachie, Glasgow, G40 3QH.

You can also contact us by: e-mail at info@westscot.co.uk; telephone on 0141 550 5600; or writing to: West of Scotland Housing Association Limited, Camlachie House, Barrowfield Drive, Camlachie, Glasgow, G40 3QH.

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
- 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.

5. 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.

6. 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.



Guidance Notes for Applicants on Filling in the Application Form

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

1. The form should be completed in black ink or black ballpoint pen for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form and assess this against the Person Specification.
4. 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 to state that you meet the requirement; 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, so long as you are able to demonstrate this.
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. If you are related to any members of staff, management committee member, consultants or contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.
7. The equal opportunities monitoring information will be removed prior to the short listing process.
8. Please ensure that you have sufficient postage on your envelope if you are returning your application form by post. You should use a Large Letter stamp if you are using an A4 envelope.