



Cassiltoun Housing Association
Customer Services Assistant Housing
Services)
MAT Leave Cover – fixed term until
14th March 2025
Candidate Information Pack





Thank you for your interest in our vacant position of Customer Services Assistant (Housing Services) Maternity Leave cover fixed term to 14th March 2025.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website.
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- Staff structure

The Association's staff structure can be viewed on our website <https://www.cassiltoun.org.uk/staff-team/>.

If you wish to join our ambitious team, please complete our application form and submit it along with your CV and personal statement to recruitment@cassiltoun.org.uk. For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

Please note the closing date for applications is **Friday 9th August at 12 noon**. We will not accept any applications received beyond this time.

Interview Date: Thursday 15th August 2024

If you require further information regarding the Association or the position advertised, please do not hesitate to contact myself directly.

Thank you.

Paula Brownlie
Head of Corporate, HR and Finance
Telephone: 0141 631 5207
Email: paula.brownlie@cassiltoun.org.uk



1. *Background*

- 1.1 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure
- 1.2 The Association owns 1,077 tenanted units and factors 145 owners and has recently completed an ambitious development programme of 102 high quality homes over 4 distinct sites.
- 1.3 The Association has 2 sub-committees:
 - Audit & Risk
 - Staffing
- 1.4 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.5 The Association operates from our offices at the multi-award winning Castlemilk Stables.

2. *Staffing*

- 2.1 The Association's current staffing structure involves 28 staff deployed as follows:
 - CEO
 - Senior Management Team –
 - Director of Operations
 - Head of Asset Management
 - Head of Corporate, HR and Finance
 - Housing Services Manager
 - Operations Team (incorporating Housing Services, Property Services (Technical) and Advice Team)
 - Finance and Corporate Services Team
 - Community Team



<p>Customer Services Assistant (Housing Services) MAT Leave cover – fixed term to 14th March 2025</p>	<p>CHA Grade 3, PA5 – PA8 £21,924 - £24,082 (pro rata)</p>
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An opportunity has arisen for a competent and reliable person to provide high quality front-line customer service and administrative support within our Housing Services team. Reporting to the Housing Officer, the successful candidate will work within a generic team providing first class housing services including administration of rent management, allocations, estate management, tenant participation and reception duties.

Closing Date: Friday 9th August 2024 at 12 noon

Interview Date: Thursday 15th August 2024

For further details on the post and an application form, please visit our website
<https://www.cassiltoun.org.uk/vacancies/>

Please submit your completed application form along with your CV and personal statement to
recruitment@cassiltoun.org.uk

Cassiltoun Housing Association is striving towards equal opportunities for all.

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JOB DESCRIPTION

Job Title	Customer Services Assistant (Housing Services) - MAT Leave Cover – fixed term to 14 th March 2025	Department	Operations
Reporting To	Housing Officer	Grade	Grade 3 PA5 – PA8 £21,924 - £24,082 (pro rata)
Post Number		Date	July 2024
Job Purpose			
<p>To work with the Association’s staff group to provide Customer Service Contact and Administrative support within the Housing Services Team.</p> <p>To assist in the provision of an effective, efficient and quality Housing Management service for all customers of the Association.</p> <p>To support the Housing Officer to contribute effectively to the implementation and achievement of Cassiltoun Housing Association’s strategic and operational objectives, values and vision and to ensure delivery of a high quality and efficient customer service by the Housing Services Team, including compliance with the Scottish Social Housing Charter.</p> <p>To work closely with other Association Staff. Due to the diversity of the Association, the Customer Service Assistant will require to be flexible in his/her approach to his/her duties and may as the organisation expands be required to assist staff with other housing services duties not detailed below.</p>			
Accountability			
Role is part of the Housing Services Team, reporting to the Housing Officer.			
Key Responsibilities			
As a member of the Cassiltoun Staff Team you will play a full role in the implementation and achievement of the Association’s strategic/operational objectives and vision of being a leader in providing excellent housing services; creating and sustaining vibrant communities.			

To ensure that Cassiltoun Housing Association operations, housing management objectives are met to the highest possible standard.

Ensure compliance with the Scottish Social Housing Charter including compilation and trend analysis of key performance indicator data for the ARC return.

Support and assist the Housing Services Team in meeting their key responsibilities including Allocations, Tenancies, Estate Management, Voids, Rent, Tenant Participation and Reception.

As part of the Housing Services Team you will:-

- Handle customer enquiries and provide a right first-time approach to the customer response.
- Oversee and administer the effective delivery of Housing Options and the Associations Housing List in line ensuring both computerized and manual systems are accurate and kept up to date.
- Provide efficient and effective administrative support for the Housing Services Team.
- Contribute to and enhance effective team working.
- Contribute to the maintenance of a customer focused approach within the Housing Services Team at all times.
- Handle customer/staff enquiries via telephone and other communication methods, resolving, advising and/or directing as appropriate.
- To monitor customer accounts and action in line with Policy and Procedure.
- To maintain accurate tenant records both manual and computerised.
- To produce letters, reports and other documentation in both template and non-standard form.
- Maintenance of the Operation's filing systems as directed.
- Relief reception desk duties when required.
- To assist in the processing of statistical data in the form of spreadsheets and tables.
- To assist in the preparation of graphical material for reports and presentations.
- To input and extract data from various computerised systems as required.
- Assisting in establishing computerised and manual filing systems and records.
- To assist in the preparation and issue of standard documentation associated with the Association's policies and procedures.
- Assisting and promoting the Association's Community activities and services.
- Signposting other service users to other agencies e.g. Budgeting Services; Social Work, Support Services.
- Undertake routine tasks which support the effective running of the Operations Department.
- Organising own workload with prescribed limits.
- Ability to work flexibly within the remit of the service.
- The duties of the post will be reviewed and modified in line with the exigencies of the service.

Value for Money

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders
Identify efficiencies and communicate them to your line manager.

Cassiltoun's Values

Understand and uphold the Association Values

Procurement

Understand and comply with best practise in procurement of goods and services and adhere to the Associations Procurement policy

Other Tasks/Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills;
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

Equality & Diversity

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation.

Sustainability

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

Other

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate
- To attend meetings out-with normal working hours, as and when required;
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management;
- The duties of the post will be reviewed and modified in line with the exigencies of the service



Person Specification

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Reporting To	Housing Officer	Grade	Grade 3 PA5 – PA8 £21,924 - £24,082 (pro rata)
Post Number		Date	July 2024

Category	Essential	Desirable
Experience	Experience of working in an administrative field.	Working in a challenging and pressurized environment. Previous experience in working within a social housing sector
Qualifications & Knowledge	Experience in using IT systems, i.e. Microsoft Word, Excel etc	Working/dealing with public Knowledge in setting up and maintaining effective administrative systems Knowledge in the delivery of customer focussed service Knowledge of using a housing management IT system.
Skills and Abilities	<p>Ability to work as part of a team and on your own</p> <p>Ability to plan, organise and prioritise workload</p> <p>Ability to compose a Business Letter</p> <p>Ability to communicate effectively both verbally and in writing</p> <p>Ability to input and analyse statistical data</p>	

	<p>Ability to layout and present typed material</p> <p>Willingness to attend training courses as and when required</p>	
Personal Qualities	<p>Ability to relate to people</p> <p>Ability to deal with work on a confidential basis</p> <p>Confident, reliable, common sense and adaptability</p> <p>Committed to own personal development</p>	<p>Ability to provide a Customer Focus Service</p>

Recruitment of Customer Services Assistant (Housing Services)

MAT Leave Cover – fixed term to 14th March 2025

Summary Terms of Conditions

Location	59 Machrie Road, Glasgow G45 0AZ
Standard Hours of Work	35 hours per week, Monday – Friday (can be worked flexibly)
Grade & Salary	CHA Grade 3, PA5 – PA8 £21,924 - £24,082 (pro rata)
Payment Method	Paid on the last Thursday of each month by the BACS system into your bank account
Annual Leave	27 days per annum (pro rata)
Public Holidays	15 public holidays
Notice Period	One month written notice by either side
Pension	The Association currently offers a contributory pension scheme