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For office use

Housing Assistant Recruitment

Closing date Tuesday, 22 July 2025 at 12 noon

**IN CONFIDENCE**

**PLEASE COMPLETE ALL SECTIONS**

Please complete all sections of this form in full. Incomplete applications will not be forwarded for shortlisting. You must return your completed application by the closing date of **22 July at 12 noon to the email address below**. **Applications received after the closing date will not be accepted. Please do not include a Curriculum Vitae (CV) as these will not be used in the recruitment selection process.**

**For information on how we process your personal data, please find enclosed as a separate document our Staff and Applicant Privacy Notice.**

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| **Position Applied for:** | Housing Assistant  Salary/Grade: £35,866 – £37,984 (EVH Grade 6, PA18–PA20) |
| **Closing Date for Post:** | Tuesday, 22 July 2025 at 12 noon |
| **Please return completed applications to:**  **Or by post to:** | [heatherelder@provanhallha.org.uk](mailto:heatherelder@provanhallha.org.uk)  Heather Elder, Governance & Corporate Services Officer  Provanhall Housing Association  34 Conisborough Road  Glasgow G34 9QG |

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| **Section 1 – Personal Details** | | | |
| **Surname:** |  | **Initial** |  |
| **Address:** |  | | |
| **Post Code:** |  | **email address** |  |
| **Daytime Telephone Number** |  | **Work Number** |  |
| **May we contact you at work if you currently have a day job?** | | Yes | No |
| **Do you hold a full current driving licence?**  **If yes, we may ask you for permission to carry out checks with the DVLA.** | | Yes | No |
| **If shortlisted for interview, are there any restrictions on when you can attend for interview?** | | Yes | No |
| **If yes, please specify:** | | | |

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| **Section 2 – Education, Experience & Qualifications** | | | | |
| **Please provide details of your education and qualifications obtained, starting with your most recent first. You will be required to provide proof of qualifications if selected for interview. If you have had a break in your educational history, please give details. Continue an additional sheet if required.** | | | | |
| National 5 / Standard / O’ Grade or Equivalent | Pass / Band / Grade | Higher / Advanced Higher or Equivalent | | Pass / Band / Grade |
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| **Further Education** |  |  | |  |
| **University or Further Education Establishment** | **Course(s) Dates and Subjects studied** | | **Degrees, Diplomas, and Certificates obtained** | |
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| **Professional Qualifications/Additional Qualifications/Training Completed/Working Towards** | |
| **Name of Awarding Body** | **Qualifications obtained, Membership of Professional Institution etc.** |
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| **Training and Development** detail any relevant training courses undertaken | |
| **Training** | **Date and outcome** |
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| **Information Technology** | | | |
| **Software / programme used (example Microsoft Excel)** | | **Any qualification held or level of competence in use (example proficient)** | |
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| **Most Recent Work Experience (including part time and voluntary work)**  Please tell us about your present or most recent employment. | | | |
| **Post Held:** |  | | |
| **Name of Employer:** |  | | |
| **Address:** |  | | |
| **Employment Start Date:** |  | **Salary / Wage:** |  |
| **Employment End Date:** |  | **Hours of Work:** |  |
| **Notice Required:** |  | **Reason for Leaving:** |  |
| **Role Purpose/Summary of main duties and responsibilities:** | | | |
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| **Employment History**  **Previous Employment (Start with your most recent employment and work down the page. If a job supports the position applied for, please say more about it in your Application Support Statement.** | | | |
| Employer Name and address | From | To | Position Held, Main Duties and Reason for Leaving |
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| **Section 3 – Person Specification** |
| **Please answer each question as fully as possible (answer boxes will expand).** The questions below will provide the information for us to score each application for interview, so it is important that each question is answered fully. Scoring Matrix for Assessors (please consider this in your answers)  |  |  | | --- | --- | | Score | Criteria Description | | 1 | Very limited or no relevant experience or understanding demonstrated. | | 2 | Some relevant experience or understanding, but lacks depth or clarity. | | 3 | Adequate experience and understanding demonstrated with some relevant examples. | | 4 | Strong experience and understanding with clear, relevant examples. | | 5 | Exceptional experience and insight with comprehensive and impactful examples. | |
| Describe your experience in providing housing options advice to applicants. What approaches have you used to ensure applicants receive accurate and helpful information? |
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| Tell us about a time you liaised with a local authority (e.g. Glasgow City Council) or another agency regarding nominations or Section 5 referrals. What was your role and how do you positively influence the outcome? |
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| Please provide an example of your involvement in tenancy management tasks such as rent account adjustments, arrears actions, or supporting tenants with Housing Benefit or Universal Credit claims. |
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| What experience do you have with tenancy changes (e.g. assignations, successions, joint-to-sole)? How do you ensure accuracy and compliance when processing these changes? |
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| Give an example of a time you dealt with a challenging customer interaction face-to-face. How did you handle the situation and what was the result? |
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| What systems or software have you used to produce performance reports or manage housing data? Please describe your level of proficiency with tools like MS Excel, Access, or housing management systems. |
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| Describe a situation where you identified a problem in a housing or administrative process. What steps did you take to resolve it, and what was the impact? |
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| How do you support colleagues in joint visits or tenancy selection? Share an example of how you contributed to a team effort. |
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| Provanhall values are openness, flexibility, and adaptability. Can you share an example of how you’ve demonstrated these qualities in a previous role, especially during a period of change or increased demand? |
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| Have you been responsible for administering and reviewing housing or waiting lists? How have you contributed to the efficient allocation of void properties? |
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| **Section 4 – Further information in support of your application** |
| **Statement in Support of Application –** please tell us your personal qualities, skills and attributes, experience, and any major achievements. |
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| **Section 5 – Referees** | | | |
| Your referees will include your present (or most recent) employer. Please identify below the person in your organisation who is authorised to confirm your employment and the details given in your application. Please identify a second referee who may have a closer knowledge of your skills, knowledge, and abilities and who may offer an opinion on your suitability for this post. You should not use family members or friends. Note that references will only be taken up for preferred candidates following interview. | | | |
| Name: |  | Name: |  |
| Position: |  | Position: |  |
| Company: |  | Company: |  |
| Address: |  | Address: |  |
| Telephone No: |  | Telephone No: |  |
| Mobile No: |  | Mobile No: |  |
| Email: |  | Email: |  |
| Type of Referee: | Academic  Work  Character  Other | Type of Referee: | Academic  Work  Character  Other |

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| **Section 6 – Declarations** | | | | |
| Declaration of interest | | | | |
| Are you related to / know any existing or Provanhall Housing Association Committee Members or staff? | | Yes | | No |
| If yes, please give the name of the person and relationship:  The declaration will not necessarily debar an applicant but is required to tie in with the requirements of our Code of Conduct for Staff and will be dealt with in confidence. | | | | |
| **Rehabilitation of Offenders Act 1974** | | | | |
| Criminal Convictions/Cautions  The Rehabilitation of Offenders Act 1974 provides for many people who have been convicted of/cautioned over certain criminal offences the opportunity to have no need to refer to these convictions/cautions or the circumstances relating to them in the course of their daily lives. Certain convictions/cautions can, therefore, be regarded as “spent” after the lapse of a period of years under the terms of the Act. Provanhall Housing Association is exempt from the 1974 Rehabilitation of Offenders Act (Exclusions and Exception) (Scotland) Order 2003. This means that unless stated in the job description, person specification or application pack, you must tell us about any previous convictions either classed as ‘spent’ or ‘unspent’. This means that all previous convictions/cautions must be declared. If you are offered employment, any failure to disclose such convictions/cautions could result in dismissal or disciplinary action. Any information given, however, will be completely confidential and will be considered only in relation to the post to which this application refers.  **(Please mark the appropriate box below)** | | | | |
| I declare that I have:  No previous convictions  Previous convictions – details of which are: | | | | |
| If previous convictions, please provide details here: | | | | |
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| **Immigration, Asylum and Nationality Act 2006** | | | | |
| Provanhall Housing Association has a legal obligation to ensure that it does not employ any worker who does not have the right to work in the UK. We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. If you are successful in obtaining employment within Provanhall Housing Association, you will be required to provide evidence of your entitlement to work in the United Kingdom. | | | | |
| Working in the UK: The reason for these questions is our need to determine whether permission to work in the UK is required. Please mark an x in the appropriate box below. | | | | |
| Do you hold a British or European Economic Area passport? (If your answer is yes, you do not need to answer the following question). | Yes | | No | |
| Do you require a work permit to work in the UK? | Yes | | No | |
| **Disability** | | | | |
| Provanhall Housing Association is committed to the employment and career development of disabled people. 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 their ability to carry out normal day-to-day activities. | | | | |
| Please specify any special requirements you require if chosen for interview. | | | | |
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| **Declaration** | | | | |
| The information provided by you on this form and any supplementary forms will be used to assist with the process of recruitment in accordance with Cathcart & District Housing Association’s Recruitment and Selection Policy.  **Declaration:**  Please read the following points and sign below when you have completed your form:   * I have completed this application form and the details I have supplied are, to the best of my knowledge, true and complete and I have not withheld any relevant information. * I authorise you to obtain references to support this application if I am identified as a preferred candidate. * I understand that details of educational qualifications, membership of professional bodies and referee reports may be verified through the establishments and individuals I have indicated. * I understand that if I have made any false statements or omitted information, I am liable to have my application rejected, or if appointed, liable to disciplinary action which may result in dismissal on the grounds of dishonesty.   I declare that I have no previous convictions or have identified any I have above. | | | | |
| Signature of applicant: Date: | | | | |

We appreciate the time taken to complete this application form and we thank you for your interest in Provanhall Housing Association. Please ensure you submit your application to [heatherelder@provanhallha.org.uk](mailto:heatherelder@provanhallha.org.uk) hand in or postmarked F.A.O. Heather Elder, Governance & Corporate Services Officer, Provanhall Housing Association, 34 Conisborough Road, Glasgow, G34 9QG. The closing date for applications is **Tuesday, 22 July 2025 at 12 noon.**

Interviews will be held on **Friday, 25 July 2025**. Late applications will not be accepted.

We will contact those being selected for interview by email or telephone.