|  |
| --- |
| G:\7. LOGOS AND PHOTOGRAPHS\Logos\Govan Hoousing Association\Govan HA-final (3).jpg**Application Form** |

Customer Service Advisor

Applications received after the closing date will not be accepted.All applications will be treated in confidence.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Position Applied for:** | **Customer Service Advisor (Housing)** | | | | | | | |
| **Closing Date for Post:** | **Noon, Monday 8 September 2025** | | | | | | | |
| **Please return completed applications to:** | | | | | | | | |
| **By email to:**  **By post to:** | recruitment@govanha.org.uk  Corporate Services Department  Govan Housing Association  35 McKechnie Street  Glasgow  G51 3AQ | | | | | | | |
| **SECTION 1: PERSONAL DETAILS** | | | | | | | | |
| **Surname:** |  | | **Forename:** | |  | | | |
| **Title (Mr, Mrs, Miss, Ms, Other)** |  | |  | | | | | |
| **Address:** |  | | | | | | | |
| **Postcode** |  | | | | | | | |
| **Home Telephone No:** |  | | **Mobile No:** |  | | | | |
| **Work Telephone No:** |  | | **Email:** |  | | | | |
| **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:** | | | | | | | | |
| Date Received: | | Staff Initials: | | | | Application No: | |

|  |  |  |  |
| --- | --- | --- | --- |
| **SECTION TWO: EDUCATION, EXPERIENCE AND 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 on the Additional Information sheet attached to this Application Form if you require additional details.** | | | |
| **Standard / O Grade or equivalent** | **Pass / Band** | **Higher or Advanced Higher Grade Equivalent** | **Pass / Band** |
|  |  |  |  |
| **Further Education** | | | |
| **University or Further Education Establishment** | **Course(s) Dates and Subjects studied** | | **Degrees, Diplomas, Certificates obtained** |
|  |  | |  |
| **Professional Qualifications/Additional Qualifications/Training Completed/Working Towards** | | | |
| **Name of Awarding Body** | **Qualifications obtained, Membership of Professional Institution etc.** | | |
|  |  | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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:** | | | | | |
| **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.** | | | | | |
| **Post Held:** |  | | | | |
| **Name of Employer:** |  | | | | |
| **Address:** |  | | | | |
| **Employment Start Date:** |  | **Salary/Wage:** | | |  |
| **Employment End Date:** |  | **Hours of Work** | | |  |
| **Notice Required:** |  | | **Reason for Leaving:** | |  |
| **Summary of main duties and responsibilities:** | | | | | |
| **Post Held:** |  | | | | |
| **Name of Employer:** |  | | | | |
| **Address:** |  | | | | |
| **Employment Start Date:** |  | **Salary/Wage:** | | |  |
| **Employment End Date:** |  | **Hours of Work** | | |  |
| **Notice Required:** |  | | **Reason for Leaving:** | |  |
| **Summary of main duties and responsibilities:** | | | | | |
| **Post Held:** |  | | | | |
| **Name of Employer:** |  | | | | |
| **Address:** |  | | | | |
| **Employment Start Date:** |  | **Salary/Wage:** | | |  |
| **Employment End Date:** |  | **Hours of Work** | | |  |
| **Notice Required:** |  | | **Reason for Leaving:** | |  |
| **Summary of main duties and responsibilities:** | | | | | |
| **Post Held:** |  | | | | |
| **Name of Employer:** |  | | | | |
| **Address:** |  | | | | |
| **Employment Start Date:** |  | **Salary/Wage:** | | |  |
| **Employment End Date:** |  | **Hours of Work** | | |  |
| **Notice Required:** |  | | **Reason for Leaving:** | |  |
| **Summary of main duties and responsibilities:** | | | | | |
| **Post Held:** |  | | | | |
| **Name of Employer:** |  | | | | |
| **Address:** |  | | | | |
| **Employment Start Date:** |  | **Salary/Wage:** | | |  |
| **Employment End Date:** |  | **Hours of Work** | | |  |
| **Notice Required:** |  | | **Reason for Leaving:** | |  |
| **Summary of main duties and responsibilities:** | | | | | |

|  |
| --- |
| **SECTION 3: PERSON SPECIFICATION** |
| **As part of the application process we have listed details of essential and desirable competencies below to assist with the shortlisting process. This allows applicants an opportunity to demonstrate their skills and experiences in areas which we see as being key to the role.**  **With specific examples for each competency, please explain how you meet the competencies and skills set below. Please note these will be verified throughout the recruitment process.**  **Please be aware that completion of this section of the application is mandatory if you wish to be considered for the post; failure to complete this section will result in your application being rejected.** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal Competency - Qualifications** | | | |
| **Essential** | **Please explain how you meet this competency** | **Desirable** | **Please explain how you meet this competency** |
| Good general standard of education. |  | A recognised housing qualification |  |
| **Personal Competency - Experience** | | | |
| At least 1 year’s recent experience of working within a Housing Association and/or Local Authority Housing Management department/section with an awareness of arrears management, anti-social behaviour complaints, voids, waiting list and allocations. |  | Experience of working in a generic housing management role, dealing with arrears management, anti-social behaviour complaints, voids, waiting list and allocations |  |
| Hands on experience of, and ability to provide, excellent customer service in a social housing sector environment. |  | Understanding of the Scottish Social Housing Charter and the Annual Return on the Charter (ARC) return. |  |
| Working experience of housing databases and ICT systems. |  | Experience of using Homemaster housing management software in a work context. |  |
| Experience of working in a busy housing management environment and following policies, procedures and guidance in relation to key tasks. |  | Good understanding of how welfare reform impacts on the needs of tenants and their housing options. |  |
|  |  | Understanding of Housing law and the Housing (Scotland) Act 2001 and how this influences internal policies and procedures. |  |
| **Skills & Knowledge** | | | | |
| Proficient in the use of all Microsoft Office packages e.g. Outlook, Excel, Word, etc. |  | A drive to achieve results in key performance areas of housing management, e.g. rent arrears, allocations, antisocial behaviour resolution etc. |  |
| Good interpersonal and communication skills |  |  |  |
| Ability to work under pressure, dealing with competing priorities and delivering results to tight deadlines |  |  |  |
| Ability to communicate clearly and effectively with a diverse range of people and take account of their views. |  |  |  |
| Effective presentation skills and ability to present to a range of audiences, internally and externally |  |  |  |
| Excellent written, verbal and administrative skills |  |  |  |
| Ability to demonstrate how you can easily work as part of a team and use your initiative. |  |  |  |
| Excellent time management and planning skills. |  |  |  |
| Problem solver with a proactive approach to solving. |  |  |  |
| **Personal Features/Qualities** | | | |
| High level of integrity and trustworthiness. |  |  |  |
| Flexible and adaptable. |  |  |  |
| Energetic and resilient. |  |  |  |
| Committed to continuous improvement of best value and your own continuous personal development. |  |  |  |
| Put the customer first and aim to “go the extra mile”. |  |  |  |
| Ability to look for solutions not just problems. |  |  |  |
| Commitment to equal opportunities and core values of Govan Housing Association. |  |  |  |
| Desire to pursue a career in Housing. |  |  |  |
| **Other** | | | |
| Willingness and able to work a flexible working week including some weekends and evenings. |  | Car driver owner and valid UK (or equivalent) Driving Licence |  |

|  |
| --- |
| **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 and show how they match those needed for this job addressing the points outlined within the Person Specification at Section 3 of this application form. Please use additional pages if required. |
|  |
| **STATEMENT IN SUPPORT OF APPLICATION** |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 closer knowledge of your skills, knowledge and abilities and who may offer opinion on your suitability for this post. You should not use family members or friends. Our pre-employment screening also includes, where appropriate, health and fitness for work, criminal records, qualifications and professional registration. 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** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION 6: DECLARATIONS** | | | | | | |
| **DECLARATION OF INTEREST** | | | | | | |
| Are you related to / know any existing or former Govan Housing Association Committee Members or staff? | | | Yes | No | | |
| If Yes, please give name of person and relationship:  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 (Exclusions and Exceptions) (Scotland) Amendment Order 2018, provides people with the right to not to refer to spent convictions in applications, unless exemptions are applicable. We respect this right, and as this post is not exempt ask only that tell us about all convictions/cautions regarded as “unspent”. If you are offered employment, any failure to disclose such unspent 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 for which this application refers. **(Please mark the appropriate box below)** | | | | | | |
| I declare that I have: | No previous convictions.  Previous unspent convictions – details of which are: | | | | | |
| If previous unspent convictions please provide details: | | | | | | |
| **ASYLUM AND IMMIGRATION ACT 1997** | | | | | | |
| Govan 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, prior to the interview. If you are successful in obtaining an interview with Govan Housing Association we will, therefore, ask you for a copy of your passport or equivalent. These details will be destroyed following the interview should you be unsuccessful, in line with data protection obligations. | | | | | | |
| **Working in the UK: The reason for these questions is our need to determine what documentation you can provide to confirm your right to work in the UK. 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 – EQUALITY ACT 2010** | | | | | | |
| In the [Equality Act](https://www.equalityhumanrights.com/en/equality-act/equality-act-2010) a disability means a physical or a mental condition which has a substantial and long-term impact on your ability to do normal day to day activities. Govan Housing Association is committed to taking positive steps to extend job opportunities for people with a disability and operates a **Job Interview Guarantee (JIG).** Candidates who indicate they have a disability **and meet the minimum criteria outlined within the person specification** will be guaranteed an interview. We appreciate that some disabled people prefer not to take this option so please tick your preference, if you are a candidate with a disability in line with the Equality Act 2010. | | | | | | |
| 1. Do you consider that you have a disability? If yes, please tell us what arrangements you require us to provide for you, as an employer, if any (e.g. induction loop, wheelchair access, signer)? 2. Do you want to participate in the interview guarantee scheme? | | | Yes  Yes | No  No | | |
| Please specify any special requirements you require if attending for interview, e.g. induction loop, wheelchair access. | | | | | | |
| **DATA PROTECTION ACT 2018 AND 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 Govan Housing Association’s Recruitment and Selection Policy.  By signing this declaration, it is understood that you actively give consent to the use of your personal information for these purposes, in accordance with the European General Data Protection Regulations and the UK Data Protection Act 2018 that came into effect in May 2018.  **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. * If appointed to this post, I consent to the information on this form being held as part of Govan HA’s Personnel records and understand that this is solely for business purposes. * 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, if I am successful in obtaining the post. * 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 consent to details being retained confidentially and used for specific and lawful purposes as specified in the General Data Protection Regulations and the Data Protection Act 2018 that came into effect in May 2018. * I declare that I have no previous unspent convictions, or have identified any I have above. | | | | | |
|  | | | | | |
| Signed: | | Date: | | | |
| Print Name: | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SECTION 7: EQUAL OPPORTUNITIES MONITORING FORM** | | | | | | | | | | | |
| **EQUAL OPPORTUNITIES MONITORING** | | | | | | | | | | | |
| Govan Housing Association is committed to equal opportunities in employment, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.  We want to ensure that our job opportunities are open to all. The only way we can ensure there is equal opportunity is to monitor applications we receive and compare the profile of people who apply with those appointed. We would therefore ask you to please complete the following questionnaire to help us ensure that we are reaching all sections of the community, and to check the effectiveness of our recruitment practices. **The information you provide in this part of the form is confidential and is not used in the selection process. It will be separated from the rest of the form when we receive it and treated in the strictest confidence, in line with the requirements of the Data Protection Act 2018, and will not affect your application.** | | | | | | | | | | | |
| 1. If you are currently an employee of Govan Housing Association, will getting this job be a promotion? | | | | | | | | Yes | | | No |
| 1. Please indicate your Gender: | | | | | | | | | | | |
| Male  Female  Intersex  Non-binary  Prefer not to say  You prefer to use your own gender identity – please detail: | | | | | | | | | | | | 25 - 34 | 35 - 44 | 45 - 54 | 55 + |
| 1. Is the gender you identify with the same as your gender registered at birth? | | | | | | | | | | | |
| Yes | | | No | | | | Prefer not to say | | | | |
| 1. Age: Please indicate your age group: | | | | | | | | | | | |
| 16 - 24 | 25 - 34 | | | 35 - 44 | | 45 - 54 | | | | 55 + | |
| 1. Do you have a physical or mental health condition or disability that:    1. Has a substantial effect on your ability to carry out day to day activities?    2. Has lasted or is expected to last 12 months or more? | | | | | | | | | | | |
| Yes | | | No | | | | Prefer not to say | | | | |
| If you answered ‘**yes’** please tick if it is either of the following:  Learning Disability  Physical Impairment  Long standing illness  Sensory Impairment  Mental health condition  Other (please describe):  Again if **yes**, please describe any particular arrangements you would need for your work location: | | | | | | | | | | | |
| 1. What is your ethnic group? | | | | | | | | | | | |
| Choose **one** section from A to F, then **tick** the appropriate box to indicate your cultural background: | | | | | | | | | | | |
| 1. **White** | | Scottish | | | Irish | | | | Other British | | |
|  | | Gypsy/Traveller | | | Polish | | | | Other | | |
| 1. **Mixed or Multiple Ethnic Background** | | | | | | | | |  | | |
|  | | Any mixed background | | | | | | |  | | |
| 1. **Asian; Asian Scottish; Asian British** | | | | | | | | |  | | |
|  | | Pakistani | | | Indian | | | | Chinese | | |
|  | | Bangladeshi | | | Other | | | | | | |
| 1. **Caribbean or Black; Black Scottish; Black British** | | | | | | | | | | | |
|  | | Caribbean | | | Black | | | | Other | | |
| 1. **African, African Scottish; African British** | | | | |  | | | |  | | |
|  | | African | | | Other | | | |  | | |
| 1. **Other ethnic background** | | | | |  | | | |  | | |
|  | | Arab, Arab Scottish or Arab British | | | | | | | Any other group | | |
| 1. **Prefer not to answer** | | | | | | | | |  | | |
| 1. To which religion, religious denomination or body do you actively belong? | | | | | | | | | | | |
| Christianity – Church of Scotland  Christianity – Roman Catholic  Christianity – Other  Other faith/belief  Buddhism  □ Prefer not to answer | | | | | Hinduism  Sikhism  Judaism  Islam  No religion (none) | | | | | | |
| 1. Which of the following best describes your sexual orientation? | | | | | | | | | | | |
| Bisexual  Heterosexual  Other | | | | | Gay Man  Lesbian/ Gay Woman  Prefer not to answer | | | | | | |
| 1. Where did you see this post advertised? | | | | | | | | | | | |
| S1 Jobs | | Govan HA website | | | Word of Mouth | | | | Other | | |
| If other, please state: | | | | | | | | | | | |

**Thank You**

We appreciate the time taken to complete this application form and we thank you for your interest in Govan Housing Association. Please ensure you submit your application to **recruitment@govanha.org.uk**, hand in or post marked Corporate Services Department, Govan Housing Association, 35 McKechnie Street, Govan, Glasgow, G51 3AQ.

Closing date for applications is **noon Monday 8 September 2025.** Interviews will be held on **Monday 15 September 2025 .** Late applications will not be accepted.

We will contact those being selected for interview on the afternoon of **Wednesday 10 September,** either by email or telephone.

If you are unsuccessful at this stage you will receive an email from us and be given the opportunity to receive feedback on the reasons for the decision.

****