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April 2025

**Welcome Letter**

Dear Applicant,

### Post of Property Services Officer

Welcome to Cadder Housing Association and thank you for your interest in the position of Property Services Officer.

We are looking to recruit a highly experienced, enthusiastic, motivated and suitably qualified Property Services Officer to provide an excellent repairs and maintenance service to our customers.

You will be responsible for the daily function of our maintenance contracts to ensure our responsibilities as a Landlord and Property Factor are delivered within our community.

As Property Services Officer, you will be responsible for supporting the delivery of quality services in investment, reactive, planned and cyclical maintenance. You will lead on performance improvement in reactive maintenance services and void service to ensure that targets are met or surpassed.

The successful candidate will ensure that all our areas of activities relating to maintenance and health and safety are carried out to the highest standards and are conducted at all times to meet with policies, regulatory, legal and good practice requirements.

Please find enclosed the Application Pack for the above post.

The closing date for the return of completed applications will be **Friday 9th May 2025 at** **12noon.** Please complete the application form provided and do not include a C.V.

If you have any queries or would like further information, please do not hesitate to contact me.

Yours faithfully,



**Pamela Milne**

**Chief Executive Officer**

## Job Description

**Job Title:** Property Services Officer

**Grade**: EVH Grade 7 PA22-25, £40,635 - £44,619

**Line Manager:** Head of Asset Management

**Date:** April 2025

**1.0 Job Purpose**

The specific purpose of the post of the Property Services Officer is primarily to manage the Association’s external contractors and responsibilities as Landlord to provide a high quality, efficient and effective maintenance and repair service to all customers.

*The key remits of this role are:*

* Supporting delivery of quality services in investment, reactive, planned and cyclical maintenance
* Assist in co-ordination of the Handypersons workload.
* Contractor liaison on site for asset functions
* Leading customer engagement for asset and landlord services for reactive, investment, planned and cyclical works
* Lead on performance improvement in reactive maintenance services and void repair services
* Coordinate and manage property repairs including pre, post and void inspections
* Dealing with complex factoring enquiries including shares, disputes, repairs and recharges.
* Deliver an effective complaints handling service including Stage 2 complaints investigations
* Overseeing out of hours repairs service
* Develop procedures for remit
* Provide Factoring Services for Owners.

**2.0 Key Tasks and Responsibilities**

* + - Provide an excellent repairs service that delivers quality and value for money to the customer.
		- Assist Asset Management in the development and review of Maintenance policies and procedures.
		- Carry out pre inspections as required, to assess the nature of the repair and record on job line that repair work verified by pre inspection.
		- Monitor and control the external contractors’ performance against stated targets and monitor quality of work. Bring any instances of poor performance to the Contractor’s attention and prepare report for the Senior Property and Compliance Officer with recommendations, should performance fail to improve.
		- Maintenance of accurate records for the compilation of performance reporting and evidence to support the Annual Return on the Charter.
		- Receive and retain copies of works orders, signed by the customer or member of staff to confirm completion date/time for the handyperson service.
		- Carry out post inspections in accordance with stated targets
		- Report findings of pre and post inspections.
		- Check, certify or query invoices as necessary and pass to the Property Assistant who will then enter cost of work onto database.
		- Process completed orders ensuring accurate time and material recording to contribute towards the Value for Money Strategy .
		- Identify repairs recoverable via Insurance and ensure Insurance procedures followed.
		- Ensure property database is established and maintained recording internal specifications, gas and electrical safety checks, and updated at least on a monthly basis.
		- Carry out an annual review of Contractors and prepare a report in conjunction with the Head of Asset Management and Senior Property and Compliance Officer, with recommendations for the Association’s list of contractors for reactive, cyclical and planned maintenance work.
		- Monitor and produce reports on the Association’s performance against agreed targets, and benchmarks.
		- Assist the Asset Management team to identify and inform the Board of new guidance and legislation affecting the Association’s maintenance responsibilities
		- Implement the Association’s recoverable repairs procedures for reactive repairs and voids.
		- Receive, consider, and advise customers on requests to undertake alterations or improvements and administer applications in accordance with the Association’s policy and procedures. Ensure approved alterations are contained within the shared drive.
		- Review Void specification to establish a high-quality standard for the maintenance and repair of empty houses, which facilitates the letting process.
		- Attend end of tenancy inspections with staff members of the Housing Services Team.
		- Ensure all void properties are pre and post inspected and co-ordinate repairs to achieve target timescales with external contractors and/or Associations Assets Team.
		- Manage the work of the Property Assistant and assist with the administration duties of the section when required.
		- Monitor cyclical work in line with procedures and timescales.
		- Examine and retain all certificates and reports relating to all Health and Safety legislation obligations including gas safety, and electrical inspections, and ensure work carried out timeously and certificates provided by Contractor within 7 days to ensure compliance with statutory requirements.
		- Examine and retain all certificates and reports relating to all Health and Safety legislation obligations for our commercial assets Balmore Industrial Unit, Community Hub and Office.

**2.1 To manage the Association’s External Contractors to Ensure a High-quality Repairs Service**

* + - Co-ordinate external contractors to maximise output in re-active, cyclical and planned major repair works.
* Provide leadership, support and assistance to the members in the Asset Team to deliver and resolve complex repair issues.
	+ - Convene regular toolbox talks and training sessions in relation to the Estate Coordinator and Handyperson work and health & safety matters.
		- Attend to key personnel tasks associated with line management responsibilities

e.g. return to work interviews, progress meetings.

* + - Ensure external contractors’ performance is closely monitored and controlled against targets and quality. Take early action to attend to any poor workmanship or service-related issue to affect an immediate improvement in the repairs service.
		- Report to the Senior Property and Compliance Officer any continued non-compliance or poor performance, workmanship or service of any external contractor.
		- Maintain and review annually external contractors’ records and documentation in relation to financial position, public indemnity, insurances, etc.
		- Convene regular meetings with contractors to discuss performance, service, financial (invoicing) and satisfaction outcomes associated with their contract with the Association.
		- Attend to any concerns or complaints raised by external contractors in relation to their work and activities for the Association

**2.2 To Provide Support to the Head of Asset Management to Implement and Monitor Investment Work**

* + - Assist in the work of the Association’s Asset Management team in the completion of the stock condition survey of the Association’s housing stock on a 5-year rolling programme to ensure the Association has an accurate and up to date database of the current condition of its properties and appropriate budgetary provision is made for component replacement
		- Maintain stock condition data through the outcome of technical inspections and works and improvement works to keep the HUB Manager software up to date with the condition and/or improvement of our housing stock.
		- Co-ordinate the Planned Maintenance / Cyclical Programme
		- Ensure good communication with residents and all other customers in relation to repairs and planned work.
		- Attend surveys, march-ins and inspections associated with planned maintenance.
		- Assist in the preparation of a planned maintenance programme for the Association’s properties based on the outcomes of the five yearly stock condition survey and technical inspections to ensure the Association’s housing stock is well maintained and meets the aspirations of our customers.
		- Ensure the Association always achieves value for money from its Maintenance budgets in terms of its work through the Asset Team and External Contractors.
		- Supervise contracts and post inspect work to inform invoicing arrangements.

**2.3 To Manage Medical Adaptations to Facilitate Improvements to our Tenants Homes**

* + - Process referrals for medical adaptations to our tenants’ homes from the Occupational Therapist.
		- Manage the waiting list for medical adaptations.
		- Co-ordinate medical adaptation works with the tenant and contractor ensuring the process and completed works are to the tenant’s satisfaction.
		- Post inspects all completed medical adaptations
		- Process contractors’ invoices for completed works to meet contract timescales and conditions i.e. retentions.
		- Process claims timeously through Glasgow City Council for payment of grants for medical adaptations
		- Progress Stage 3 adaptations for work in the Association’s properties in accordance with the relevant policy and ensure that budget monitoring is carried out for this category. Grant applications are to be submitted on time.

**2.4 To Contribute to the Management of Health and Safety within the Association**

* + - Ensure compliance with Health & Safety and risk assessments associated with Asset Team.
		- Ensure that all contractors used by the Association meet Health and Safety requirements
		- Develop and review risk assessments and method statements for Handyperson and Estate Caretaker Co-Ordinator activities, as well as materials in accordance with COSSH.
		- Ensure external contractors provide risk assessments and method statements for their work and activities including COSSH assessments prior to the issue of work orders.
		- Assist the Asset Management Team to achieve full compliance with our legal obligations associated with the Management of Asbestos and Legionella.
		- Assist the Asset Management Team to achieve full compliance with fire safety regulations and guidelines for the Association’s housing stock and premises.
		- Assist the Asset Management Team to deliver and maintain health & safety information and records e.g. Health and Safety Manual, audit reports and actions, plans, risk assessments, method statements, qualifications and certifications.
		- Attend meetings of the Health and Safety committee.
	1. **Provide Assistance with Resident Participation and Customer Care**
		+ Provide a courteous and professional service to all customers, contractors and visitors.
		+ Provide assistance with Resident participation / consultation exercises
		+ Co-attend tenants / owner’s meetings as required
		+ Liaise with other agencies when required to deliver customer care
		+ Value customers’ views / comments
		+ Ensure that complaints received are managed in accordance with the Association’s Complaints Policy

**3.0 Other Duties**

*Other duties in keeping with the role of the Property Services Officer***:**

* Contribute to reviews of Maintenance policies and procedures
* Uphold the Association’s values and aims.
* Participate in promotional, marketing and community events relating to the Association’s work.
* Attend meetings at evenings or weekends, as required in relation to your role and the Association’s work
* Ensure a commitment to your own professional and personal development to meet the needs of the role and the Association
* Understand and comply with the Association’s equality and diversity policy and codes of practice.
* Maintain driving license accreditation and show evidence of this annually by submitting driving license for inspection.
* Carry out any other tasks commensurate with your role as directed by the Senior Management Team or Board.

## Person Specification

**Property Services Officer**

|  |  |  |
| --- | --- | --- |
| Education & Qualifications  | Essential | Desirable |
| Professional, Technical or other Construction related qualification. | **✓** |  |
| Driving Licence | **✓** |  |
| HND or Degree Qualification |  | **✓** |

|  |  |  |
| --- | --- | --- |
| Experience  | Essential | Desirable |
| Track record of successful Property Management in a housing organisation | **✓** |  |
| Experience of using a maintenance database and raising job orders. | **✓** |  |
| Supervision of a Maintenance Department | **✓** |  |
| Liaison with contractors in reactive, cyclical and planned maintenance repair work | **✓** |  |
| Experience in the housing association sector; |  | **✓** |
| Working with Voluntary Management Committee and Tenant and Residents Groups. |  | **✓** |
| Experienced in working with Microsoft applications i.e. Word, Excel. | **✓** |  |

|  |  |  |
| --- | --- | --- |
| Skills, Abilities & Personal Attributes  | Essential | Desirable |
| Excellent presentation and communication skills | **✓** |  |
| Good interpersonal and team working skills | **✓** |  |
| Good letter and report writing skills. | **✓** |  |
| Highly motivated to excel in role and meet deadlines. | **✓** |  |
| Proficient in I.T | **✓** |  |
| Ability to plan and prioritise work to meet personal targets and organisational goals | **✓** |  |
| Customer focused | **✓** |  |
| Flexible in approach to work | **✓** |  |
| Ability to negotiate and influence others. |  | **✓** |
| Mediation and negotiating skills |  | **✓** |

|  |  |  |
| --- | --- | --- |
| Knowledge | Essential | Desirable |
| Health and safety legislation | **✓** |  |
| Excellent knowledge of current Building and Gas regulations | **✓** |  |
| Scottish Housing Regulator’s regulatory framework and Scottish Housing Charter requirements; | **✓** |  |
| Awareness of “wider role” initiatives | **✓** |  |
| Awareness of tenant participation good practice  | **✓** |  |

|  |  |  |
| --- | --- | --- |
|  Other Requirements  | Essential | Desirable |
| Uphold the Association’s values and aims | **✓** |  |
| Awareness of equality issues and commitment to meet the Association’s Policy and codes of practice | **✓** |  |
| Commitment to continuous improvement | **✓** |  |

## Application for Employment

**Cadder Housing Association Ltd**

**Summary of Conditions of Service**

**Job Title**: Property Services Officer

**Salary Scale**: E.V.H Grade 7 Point PA22-25, £40,635 - £44,619

**Hours of Work**: 35 Hours per week, Monday to Friday

**Holiday Entitlement:** 25 days annual leave, 15 days public holidays

**Place of Work:** Cadder Housing Association

 20 Fara Street

 Glasgow G23 5AE

 Or any other necessary location.

**Notice period**: 1 month

**Salary Payment**: Paid directly on the 25th of the month by BACS. We offer salary Sacrifice

**Pension Arrangements:** Defined Contribution Scheme with Life Assurance Cover

 Employer contribution 10%

 Employee contribution 5%

**Professional Fees**: Fees to Professional Bodies will be paid in line with EVH Conditions of Service

**Probationary:** There is a 3-month probationary period Cadder Housing Association are Full members of Employers in Voluntary Housing (EVH).

Full Terms and Conditions of Employment will be provided at recruitment.

1. **Recruitment Process**

**1.1** You should provide the following information to apply for this post:

* Completed Application Form
* Completed Equal Opportunities Monitoring Form

**You should not provide your C.V with your application**

* 1. Your application should be e-mailed to Recruitment@evh.org.uk
	2. If you are invited for interview for this post we will arrange to view and copy your qualifications. References will only be requested if you are offered the position. One of

your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

**Please do not include copies of your qualifications with your initial application.**

* 1. The job description above aims to outline the key requirements of the post and the person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your application form and assess this against the agreed person specification
	2. The interview panel will not make any assumptions about the nature of your experience, skills or knowledge based on the list of job titles of your current and previous jobs in their assessment of your application form. It is for you to use the space provided throughout the form to comprehensively detail your previous experience and relate this to the job description and person specification. As well as paid employment you may also wish to include any voluntary work or any other life experience or skills you can bring to the post and Association.
	3. Your application form is the start of your relationship with the Association and its content and quality will demonstrate your dedication to be successful in this post and work for Cadder Housing Association. It is for these reasons that you should ensure your application is legible and provides relevant and comprehensive information to give you the best possible opportunity of securing this post.
	4. If you are related to any members of staff, consultants, 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.
	5. If you are shortlisted for interview, we will ensure you are given reasonable notice for the date of your interview. The interview panel will set questions based on the job description and person specification to ensure they can appoint the candidate with the most suitable experience, knowledge, personal attributes and skills to excel in this role.
	6. The award of employment will be subject to satisfactory references and a basic Disclosure Scotland check.
	7. Cadder Housing Association aims to be an equal opportunity employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us, then you may contact Pamela Milne, Chief Executive Officer, on 0141 212 1134.
	8. Your completed application should be submitted to the Association as follows:
1. E-mail to Recruitment@evh.org.uk
	1. The closing date for receipt of your application is **12 noon on Friday 9th May 2025**.

## Application for Employment

Candidate No. CHA Use only

Post applied for: **Property Services Officer**

**Applications must be clearly written in black ink or typed.**

## Person Details

Surname: Initials:

Address where we can write to you:

Post Code:

E-mail address:

If you can be contacted during the day by phone, please give the number:

Home: Mobile:

Do you hold a current driving licence? YES/NO

Is it clean? YES/NO

If no please give details:

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? YES/NO

## Employment History

Please give details of past and present work. This can be paid work, voluntary work or work from home.

|  |
| --- |
| PRESENT OR MOST RECENT EMPLOYMENT |
| *Name and Address of Employer* |
| *Starting Date with present / most recent employer* |
| *Present job title and responsibilities* |
| *Reason(s) for leaving / wishing to leave* |
| *Notice Period Required* |
| *Current Salary (per annum)* |
| PREVIOUS EMPLOYMENT |
| *Name and Address of Employer* |
| *Period of Employment* |
| *Job title and responsibilities* |
| *Name and Address of Employer* |
| *Period of Employment* |
| *Job title and responsibilities* |
| *Name and Address of Employer* |
| *Period of Employment* |
| *Job title and responsibilities* |
| *Name and Address of Employer* |
| *Period of Employment* |
| *Job title and responsibilities* |

**CONTINUE ON SEPARATE SHEET IF REQUIRED**

## Qualifications

Academic and/or Professional qualifications obtained or presently being studied.

|  |  |  |
| --- | --- | --- |
| Subject | Grade/Level | Date Result Obtained |
|  |  |  |

**Other Education**

Training - include any short course you have undertaken, e.g. night school, First Aid, company training courses.

|  |  |  |
| --- | --- | --- |
| Name of Course | Date of Study | Details of Course |
|  |  |  |

**Computer Skills**

(please detail your experience of software packages)

#  References

Please give the name and address of 2 people to whom references can be made. If you are currently employed or have been employed, please include details of your current / most recent employer.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | 1. |  | 2. |  |
| Job Title |  |  |  |  |
| Company Name |  |  |
| Company Address |  |  |
| Company Address |  |  |
| Telephone Number |  |  |
| Email  |  |  |

## Person Specification

The Association wishes to compare your experience, skills and knowledge with its requirements. You should therefore show in the following part of the form how you satisfy these. This does not have to be from paid work, but can be from other experience. The selection panel will consider candidates who do not meet all the requirements therefore please complete all sections as appropriate.

|  |  |
| --- | --- |
| Essential Criteria | How You Satisfy the Criteria |
| Professional, Technical or other Construction related qualification. |  |
| Driving Licence |  |
| Track record of successful Property Management in a housing organisation |  |
| Experience of using a maintenance database and raising job orders. |  |
| Supervision of a Maintenance Department |  |
| Liaison with contractors in reactive, cyclical and planned maintenance repair work |  |
| Experienced in working with Microsoft applications i.e.Word,Excel. |  |
| Excellent presentation and communication skills |  |
| Good interpersonal and team working skills |  |
| Good letter and report writing skills. |  |
| Highly motivated to excel in role and meet deadlines. |  |
| Proficient in I.T |  |
| Ability to plan and prioritise work to meet personal targets and organisational goals |  |
| Customer focused |  |
| Flexible in approach to work |  |
| Knowledge of Health and safety legislation |  |
| Knowledge of current Building and Gas regulations |  |
| Knowledge of the Scottish Housing Regulator’s regulatory framework and Scottish Housing Charter requirements. |  |
| Awareness of wider role initiatives. |  |
| Awareness of tenant participation good practice. |  |
| Uphold the Association’s values and aims |  |
| Awareness of equality issues and commitment to meet the Association’s Policy and codes of practice |  |
| Commitment to continuous improvement |  |

**Information in Support of your Application**

Please provide any additional information in support of your application.

|  |
| --- |
|  |

# Application Assistance for People with Disabilities

Do you consider that you have a disability? YES/NO

If YES - are there any arrangements which we can make for you if you are called for interview?

........................................................................................................................………….

**NOTE TO ALL APPLICANTS**

In accordance with the Asylum and Immigration Act 1996 Section 8, if you are invited to attend an interview you must provide an original document which states your National Insurance Number e.g. P45, P60, Payslip or a National Insurance Number Card.

**CONFIRMATION OF QUALIFICATIONS**

If selected for interview, you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to member of professional bodies.

**DECLARATION**

I confirm that to the best of my knowledge the information I have provided in this application is correct.

(a) I am / am not ***(delete as appropriate)*** related in any way to a committee member of the Association.

(b) I am / am not ***(delete as appropriate)*** related to any member of staff, consultant, contractor or supplier of the Association.

Signed ............................................................ Date ................................

## Equal Opportunities Monitoring Form

|  |  |
| --- | --- |
| **Post applied for:**  | Property Services Officer |
| We are committed to equal opportunities in employment ensuring that no job applicant oremployee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. **If you wish** to assist us in achieving a diverse workforce, and advertising our vacancies appropriately, please complete the following questionnaire. If you do not wish to complete the form, this will have no bearing on any selection decisions.All information will be treated in the strictest confidence, processed anonymously and separatelyfrom any application form you submit. The information will not be provided to or shared with theshortlisting or interview panel. |

|  |
| --- |
| ***Ethnic OriginPlease select the appropriate box to indicate your ethnicity***  |
|  **White** |
| English |  | Scottish |  | Welsh  |  |
| Northern Irish |  | Irish  |  | British  |  |
| Gypsy or Irish Traveller |  |  |
| Any other White background, please state:  |
| **Asian or Asian British**  |
| Indian  |  | Pakistani  |  | Bangladeshi |  |
| Chinese  |  |  |
| Any other Asian background, please state:  |
| **Black, African, Caribbean or Black British**  |
| African  |  | Caribbean  |  |  |
| Any other Black, African or Caribbean background, please state:  |
| **Mixed or Multiple Ethnic Groups** |
| White and Black Caribbean |  | White and Black African  |  | White and Asian  |  |
| Any other Mixed of Multiple ethnic background, please state:  |
| **Other Ethnic Group**  |
| Arab  |  | Arab Scottish/British  |  |  |
| Any other Ethnic Group, please state:  |
| Prefer not to say  |  |  |

|  |
| --- |
| ***Gender*** |
| Male  |  |  |
| Female |  |  |
| Prefer not to say |  |  |
| Prefer to self-describe, please provide details:  |

|  |
| --- |
| ***Sexual Orientation***  |
| Heterosexual / Straight |  | Gay / Lesbian |  |
| Bi-Sexual  |  | Prefer not to say |  |
| Prefer to self-describe, please state:  |

|  |
| --- |
| ***Religion***  |
| I would describe my religious background / belief as:  |

|  |
| --- |
| ***Age***  |
| 16-24 |  | 25-34 |  |  |
| 35-44 |  | 45-54 |  |
| 55-64 |  | 65+ |  |
| Prefer not to say |  |  |

|  |
| --- |
| ***Disability***  |
| Do you consider yourself to have a disability?  | Yes |  | No  |  |
| If yes, what is the effect or impact of your disability on your work? Please state:   |

**Particular Requirements**

If you have any particular requirements relating to any of the questions you have answered, and would like to discuss further in confidence, please contact: Recruitment@evh.org.uk

## How We Use Your Information

**(employment applicants)**

We, Cadder Housing Association, 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), Daradjeet Jagpal, who ensures we comply with data protection laws. 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 daradjeet@infolawsolutions.co.uk; telephone on 07852 905 779; or writing to: Data Protection Officer, Cadder Housing Association, 20 Fara Street, Cadder, Glasgow, G23 5AE.

Your attention is particularly drawn to section 3 of this statement, which confirms that you consent to your personal information and special category 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, agencies and Employers in Voluntary Housing (EVH), 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 (paid and unpaid), including dates, job titles, duties, salaries and skills gained;
* 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, Committee 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);
* special category personal information about your racial or ethnic origin, sexual orientation, your physical and / or mental health and / or religious or other similar beliefs (where you choose to share this with us as part of your application); and
* criminal records information, including Disclosure Scotland, Protecting Vulnerable Groups scheme and / or DVLA checks (if relevant to the position 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.

However, you are under no obligation to provide personal information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide this to us.

1. **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 and regulatory requirements;
* 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.
1. **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 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 equality 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, for example, to operate and manage our recruitment process, obtain references about you and to defend our position in legal claims. 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 special category personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health and / or religious or other similar beliefs) and the personal information and special category personal information of other individuals (including your referees), you:

* consent to it being used by us as described in section 2 of this statement; and
* 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 special category 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 special category personal information by contacting us. Once you / they have withdrawn your / their consent, we will no longer use your / their personal information and special category 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.

1. **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;
* our lenders;
* your referees; and
* Disclosure Scotland.
1. **Where is your personal information transferred to?**

Some of the organisations we share your personal information with (listed in section 4 of this statement) may be based or may make use of data storage facilities that are located outside the United Kingdom. Their handling and use of your personal information will involve us and / or them transferring it outside the United Kingdom. When we and / or they do this, we will ensure similar protection is afforded to it by:

* only transferring it or permitting its transfer to countries that have been deemed to provide an adequate level of protection for personal information under data protection laws; or
* using specific contracts with such organisations, which are approved for use in the United Kingdom, and which give your personal information the same protection it has in the United Kingdom after it is transferred.

Please contact our DPO for further information on the specific mechanism used by us when transferring your personal information outside the United Kingdom.

1. **How long do we keep your personal information?**

We keep the personal information 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 longer than this if your application for employment is successful (we will only keep the recruitment information that is relevant to your employment).

More information is contained in our data retention policy, which is available by contacting our DPO.

1. **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 we are holding and using it in accordance with legal requirements.
* Correction of any incomplete or inaccurate personal information we hold about you.
* Deletion of your personal information where there is no 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 it is correct or the reason for processing it or to stop us from using your personal information altogether if we have breached 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.

1. **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.

1. **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.

Last updated: June 2023