For Office use only:



## IN CONFIDENCE

**PLEASE COMPLETE ALL SECTIONS**

NAME:

POST APPLIED FOR:  **CUSTOMER SERVICES MANAGER**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview.

Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

**CV will not be considered**. **When completed this form should be returned along with an equal opportunities form to:**

Iain MacLean

Barrhead Housing Association Ltd

60-70 Main Street

Barrhead

G78 1SB

Or by e-mail to: [iainm@barrheadha.org](mailto:iainm@barrheadha.org)

*(If returning the application form by e-mail, please note that there is no need to also post a hard copy. If shortlisted you will be asked to sign your application form at a later stage.)*

**Closing date for applications is noon Wednesday 30 November 2022**

**Stage 1 interviews will take place 7 December 2022 and Stage 2 on 14 December 2022**

**Applications received after this time will NOT be considered**

Barrhead Housing Association is a Disability Confident Employer and offers an interview to disabled people who meet the minimum criteria for the job.

*The information provided within your application form*

*will be processed in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016 (the GDPR).Unless successful, all employment applications will be retained for 12 months and then destroyed*

***This page will not be shown to the short-listing panel.***

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# Personal Information

|  |
| --- |
| Title: Surname: First Name:  Address for Correspondence:  Postcode:  Private Telephone Number: Mobile Number:  E-mail Address:  Your Daytime Telephone Number (on which a message may be left): |

# Referees

|  |  |
| --- | --- |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Barrhead Housing Association does not accept references from family members.  **References will only be requested after interviews have taken place.** | |
| Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  Fax No: | Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  Fax No: |

Post Applied For: **CUSTOMER SERVICES MANAGER**

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# Secondary Education (please list subjects passed)

|  |  |  |  |
| --- | --- | --- | --- |
| Standard/’O’Grade  or equivalent | Grade | Higher Grade  or Equivalent | Grade |
|  |  |  |  |

# Further Education

|  |  |  |
| --- | --- | --- |
| University or Further Education Establishment | Course(s) &  Subjects Studied | Degrees, Diplomas, Certificates Obtained |
|  |  |  |

# Professional Qualifications

|  |  |
| --- | --- |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution etc |
|  |  |

# Training Courses

# (Please give details of any relevant short courses or training undertaken)

|  |  |
| --- | --- |
| Course(s) Undertaken | Provider(s) |
|  |  |

# Present or Most Recent Employment, if applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name & Address of  Employer | Date From: |  | | Date To: |  |
|  | Position Held: | |  | | |
|  | Salary and other benefits/payments | |  | | |
|  | Notice Required: | |  | | |
|  | Reason For Leaving: | |  | | |
| Nature of Post (describe your main duties): |  | |  | | |

# Employment History (list in order of most recent first)

|  |  |  |  |
| --- | --- | --- | --- |
| Name & Address of  Previous Employer(s) | From  Month/Year | To  Month/Year | Position Held, Main Duties and Reason for Leaving |
|  |  |  |  |

*Please continue on a separate sheet if necessary.*

# Employment with Barrhead Housing Association

Barrhead Housing Association wishes to compare your experience, skills and knowledge with its requirements for the post you are applying for. You should therefore, try to show in the following part of the form how you satisfy these essential criteria, giving specific examples. This does not have to be from paid work, but can be from other experience. The Selection Panel may consider candidates, who do not meet all the requirements, therefore please complete all sections as appropriate.

|  |  |
| --- | --- |
| **Skills / Abilities /Experience** | **Candidate’s Comments** |
| Strong, practical team player able to inspire high levels of motivation, performance, and commitment to achieve a culture that puts the customer first and delivers quality services and value for money |  |
| High levels of customer awareness with a strong customer centered approach, flexible, confident and assertive |  |
| Excellent networking and relationship management skills |  |
| Ability to develop a performance culture & framework |  |
| Have appropriate level of management experience in the Housing Sector. |  |
| Experience of working in a target driven and performance monitoring environment. |  |

|  |  |
| --- | --- |
| **Knowledge** | **Candidate’s Comments** |
| Reporting requirements contained within Scottish Social Housing Charter |  |
| Excellent knowledge of housing issues, policy, statutory frameworks and /or wider regeneration and social policy |  |

|  |  |
| --- | --- |
| **Personal Attributes** | **Candidate’s Comments** |
| Be an advocate of continuous improvement of services |  |
| Have a “can do” attitude and a proactive hands-on management style |  |
| Commitment to Social Housing |  |
| Possess a full driving license and use of an appropriately insured vehicle |  |

# Additional Information

|  |
| --- |
| Please provide any relevant information not covered elsewhere on this form, which may include other activities e.g. voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post. |

# Disability

|  |
| --- |
| We are a Disability Confident Employer and are committed to the employment and career development of disabled people. To demonstrate our commitment we guarantee an interview to anyone with a disability whose application meets the minimum essential criteria for the post at the short-listing stage. 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 his or her ability to carry out normal day-to-day activities.  □ Tick this box if you consider yourself disabled as defined by the Equality Act 2010.  False declarations will subsequently invalidate any contract of employment. |

# Relationship to Staff Members

|  |
| --- |
| If you are related to any employee of Barrhead Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details: |

# Relationship to Governing Board Members

|  |
| --- |
| If you are related to a Board member of Housing Association or anyone who has been a Board member in the last 12 months, please provide details: |

# Rehabilitation of Offenders Act 1974

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

# Canvassing

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

# Entitlement to Work in UK

The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the EU. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the EU. Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document (or combination of documents) indicated by the Act.

Do you currently have the right to live and work in the European Union Yes / No please delete as appropriate)

# 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 membership of professional bodies.

# Declaration

I have read the guidance above and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**