



August 2021

Dear Applicant

**Corporate Services Officer**

Thank you for your interest in Prospect's recruitment advert for the above post.

I have pleasure in enclosing an application pack, which includes background information about the organisation, job description, person specification, salary grade and summary of conditions.

If you are returning your application by email, please send it to: [recruitment@prospectch.org.uk](mailto:recruitment@prospectch.org.uk). If posting, it should be sent in an envelope marked "Private and Confidential" to Recruitment, Prospect Community Housing, 6 Westburn Avenue, Edinburgh EH14 2TH. **CVs and other unsolicited information will be disregarded.**

**The closing date for completed applications to be received is 10am on Monday 6 September 2021.**

Interviews will take place on Tuesday 14 September 2021.

Prospect Community Housing is a Disability Confident Employer and will interview all applicants with a disability who meet the minimum criteria for a job vacancy. Please let us know if you require any particular arrangements to assist you with any part of the recruitment process.

Please do not hesitate to contact me if you require any further information. In the meantime, thank you for your interest in working for Prospect.

Yours sincerely

A handwritten signature in blue ink, appearing to read "J Thynne", written over a light blue grid background.

Julie Thynne  
Corporate Services Officer

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## INFORMATION FOR APPLICANTS

### BACKGROUND

Prospect began in 1988, when 8 local people came together and decided they wanted to build new quality houses in Wester Hailes and that's exactly what they did.

Prospect now have almost 900 homes in Wester Hailes. These homes are a mixture of flats and houses in both new and refurbished estates. We are a non-profit making charitable registered social landlord. We are registered with the Scottish Housing Regulator.

### OUR VISION

Providing homes and building communities together.

### VALUES

Our values underpin and drive all our activities. They reflect who we are and what we continually seek to achieve. Our values are:

Pioneering                      Reliability                      Listening                      Fairness                      Partnership

### STRATEGIC OBJECTIVES

We have set the following strategic objectives, to be achieved by the end of March 2023:

1. **Independence** – maintain this through good governance, strong financial performance and stronger partnerships with other independent housing organisations;
2. **Property and neighbourhood improvements** – invest £2 million during the period of our 2020-2023 Business Plan. Invest in improving our neighbourhood areas, co-producing the changes with our tenants;
3. **New housing provision** – invest £15 million to build 95 properties within the period of the business plan, including the provision of mid market rent properties through a subsidiary. Investigate other possible sites for development;
4. **Affordable rents** – achieve rent increases of no more than inflation (CPI) plus 0.5%, whilst maintaining existing services and investment in our houses and neighbourhoods. Incorporate modelling of affordability into rent review process;
5. **Improving services through customer involvement** – building on the work of the Tenant's Forum and the Prospect Scrutiny Group, we want to improve the service we provide to customers through their direct involvement in shaping services. We will use a variety of ways to involve tenants. Specifically we will introduce a digital participation forum during the period of the business plan;
6. **Community Projects** – working in partnership with local agencies to develop new projects that meet local priorities. These will help to give opportunities to all in our community.

Meeting the outcomes of the Scottish Social Housing Charter is central to what we do, and the Strategic Objectives collectively are designed to help achieve the outcomes.

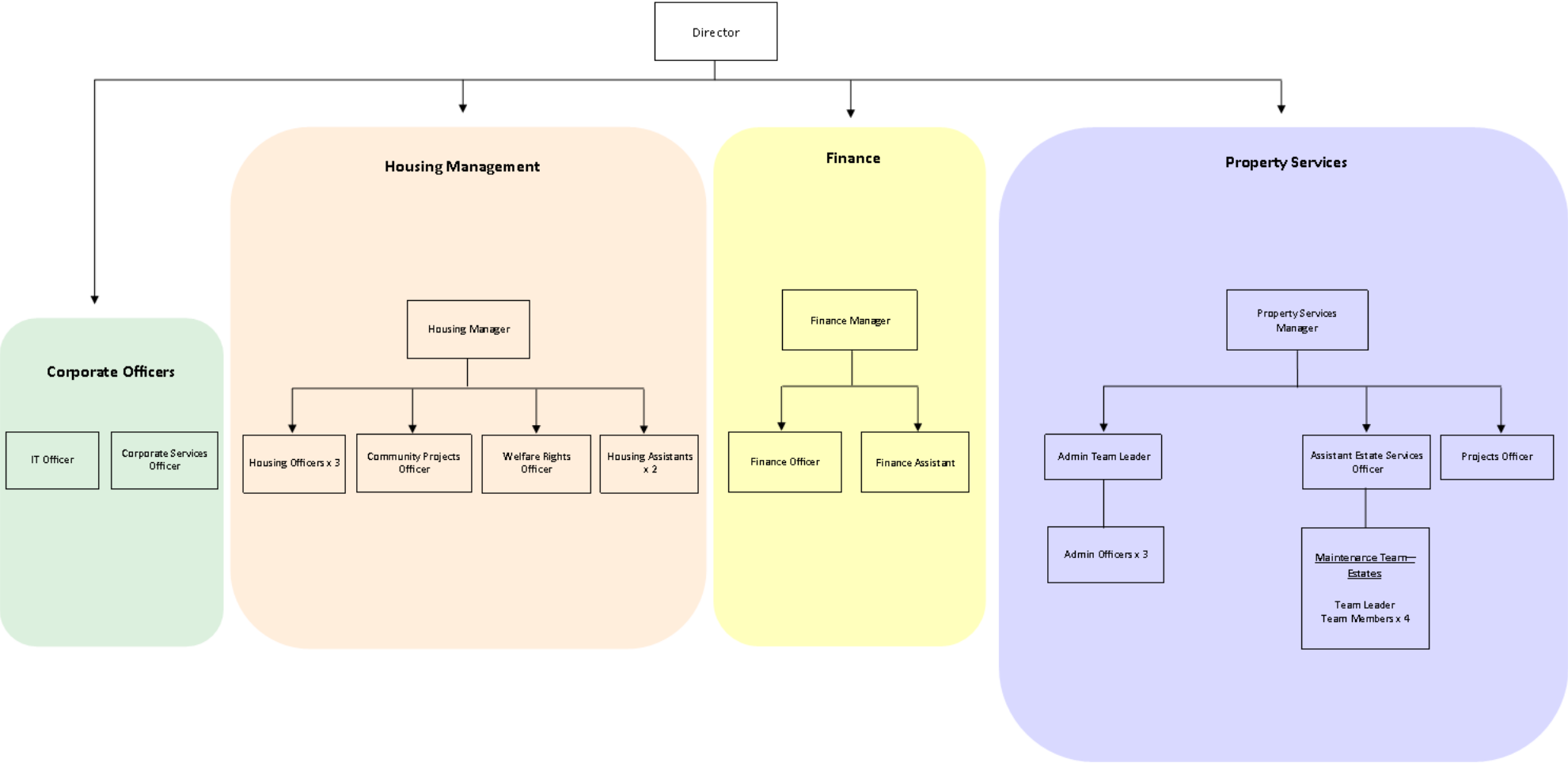
### OUR MANAGEMENT COMMITTEE

The Management Committee is made up entirely of unpaid volunteers, some of which are Prospect tenants. Many of the Management Committee are residents of Wester Hailes and all are committed to the work that Prospect does.

### OUR STAFF

Prospect employs 26 staff members, with 21 of these based in our office and 5 working within our housing developments. A copy of Prospect's current staffing structure is attached.

Current Staff Structure



## SUMMARY OF CONDITIONS OF SERVICE

<b>JOB TITLE</b>	Corporate Services Officer
<b>DURATION</b>	Part time permanent contract
<b>SALARY SCALE</b>	EVH GRADE 7, Point PA22-PA25, £24,030 - £26,386 (for 25 hours per week)
<b>HOURS OF WORK</b>	25 hours per week
<b>ANNUAL LEAVE ENTITLEMENT</b>	26 days annual leave (pro-rata for part time) 13 designated days (including public holidays, pro-rata for part time)
<b>FLEXI-TIME</b>	Prospect operates a flexi-time system and staff can apply to work from home for up to two days per week
<b>PENSION</b>	Prospect offers a Scottish Housing Association Pension Scheme (SHAPS) Defined Contribution pension with up to 12% employers contributions
<b>HEALTHCARE</b>	Cashback private health plan
<b>PLACE OF WORK</b>	Prospect Office: 6 Westburn Avenue, Edinburgh, EH14 2TH
<b>NOTICE PERIOD</b>	4 weeks
<b>REMUNERATION</b>	Salary paid directly on the 15 <sup>th</sup> day of the month by BACS into a designated bank/building society account

## JOB DESCRIPTION – CORPORATE SERVICES OFFICER

Approved : May 2013	Reviewed on: February 2016; April 2018; August 2021
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**Job Title:** Corporate Services Officer

**Responsible To:** Director

**Staff Responsibility:** None

**Job Purpose:** To provide a comprehensive support service to the Management Team comprising Director, and three Departmental Managers.

### MAIN DUTIES AND RESPONSIBILITIES

#### 1. Management Team Support

- 1.1. Providing PA support to the Director and Management Team;
- 1.2. Drafting and typing of correspondence, reports, agendas, minutes etc.;
- 1.3. Prepare regular reports for Management Team;
- 1.4. Servicing Committee, Management Team and other meetings, ensuring that papers are prepared and distributed on time and attending to take minutes;
- 1.5. Maintenance of corporate filing system;
- 1.6. Maintaining membership records;
- 1.7. Internal Audit administration;
- 1.8. Oversee the administration of complaints and feedback, analysing data and preparing regular reports.

#### 2. Committee

- 2.1. Draft agendas for Committee meetings for consideration by Management Team;
- 2.2. Prepare regular reports for Committee meetings;
- 2.3. Make all necessary arrangements for Annual General Meetings;
- 2.4. Ensure voting papers for office bearer posts are issued to Committee;
- 2.5. On an annual basis update personal information for Committee members;
- 2.6. Organise training for Committee Members including Annual Residential weekend;
- 2.7. Ensure all Committee agendas, papers and minutes are prepared and distributed on time;
- 2.8. Ensure records of attendance at Committee meetings, of staff and Committee attendance at training events, and of staff leave and absence are maintained and reported to Committee as required.

### **3. Policy and Procedure Development and Review**

- 3.1. Ensure that Personnel policies and procedures are reviewed and where necessary amended in accordance with Prospect's policy review cycle;
- 3.2. Ensure compliance with HR regulation, legislation and good practice;
- 3.3. Maintain Prospect's policy review system, ensuring that appropriate Managers are advised when policies are due for review, and updating records following a policy review.

### **4. Personnel Administration**

- 4.1. Maintaining all record keeping and filing relating to personnel issues and training;
- 4.2. Issuing correspondence to staff, including annual leave cards, timesheets, and requests for updating information;
- 4.3. Health cash back scheme administration;
- 4.4. Supporting Management Team dealing with HR related issues, including taking advice from our external HR advice service;
- 4.5. Organise staff events;
- 4.6. Assist in recruitment process for new members of staff;
- 4.7. Note-taking for investigation, disciplinary and grievance meetings/hearings;
- 4.8. Prepare quarterly absence management reports for Management Committee.

### **5. Finance**

- 5.1. To operate within the agreed authorisation procedures covering expenditure and approval of payments;
- 5.2. To assist with the processing of invoices within the agreed procedures liaising with Finance staff as necessary;
- 5.3. To assist the department Manager in the preparation of department budgets and in monitoring of spend;

### **6. Public Relations and Liaison**

- 6.1. To represent and promote the work of the Association as required through attendance at meetings seminars or conferences, etc. And through membership of appropriate groups, forums, committees or other organisations;
- 6.2. Develop effective working relationships with staff of other agencies who could become involved in issues affecting the Association's tenants;
- 6.3. Assist the department Manager in dealing with enquires, requests for information, etc., liaising with external bodies and community organisations, participating in training sessions for staff and committee and producing information and publicity material as necessary

### **7. Other Duties**

- 7.1. Arranging venues, catering and refreshments for meetings as requested;
- 7.2. Preparation of materials for presentations including overheads, handouts etc.;
- 7.3. Locating and collating information for regular reports;
- 7.4. Assist in completing statutory returns;
- 7.5. Ordering of office stationery and first aid supplies;

## **7.6. Assisting with reception cover when required.**

### **GENERAL**

In addition the post holder is responsible for:

- Ensuring the confidentiality of all personal, financial, development or tenant information, where required in accordance with the Data Protection Act;
- Ensuring all relevant policies and procedures are adhered to, and in particular observing the letter and spirit of the Association's Equality and Diversity Policy in all aspects of day to day duties relating to tenants, staff, outside agencies and the public;
- At all times working in such a manner as to ensure the health and safety of the post-holder, colleagues, tenants and visitors to the Association's offices;
- Assisting in ensuring the security of the office building, equipment and keys;
- Assisting in the overall work of the department by covering essential duties for absent colleagues and generally sharing the workload;
- Contributing to the overall management of Prospect through participation in adhoc groups addressing specific issues, departmental meetings, staff meetings and learning and development opportunities;
- Ensuring positive and effective internal communication is maintained both within the department and across all departments.

The list of duties and responsibilities is not exhaustive. The post holder will be expected to undertake other duties as appropriate to the grade to fulfil the responsibilities of the post.

The duties of the post may occasionally require some evening or weekend working for which time off in lieu will be given.

Under the Display Screen Equipment regulations the post is classed as a "DSE User".

The Association's staff grades and salary scales are in accordance with those of Employers in Voluntary Housing (EVH). Details of the grade and salary for this post, and a summary of the main terms and conditions, are detailed in the post holder's Statement of Terms and Conditions of Employment.

## PERSON SPECIFICATION

### CORPORATE SERVICES OFFICER

This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection. The person specification will be used to shortlist and to select candidates for interview.

	ESSENTIAL OR DESIRABLE	HOW DETERMINED
<b>QUALIFICATIONS</b>		
Educated to Higher standard (or equivalent) with 3 Highers, one in English	E	Application/certificates
<b>PREVIOUS EXPERIENCE (VOLUNTARY OR PAID)</b>		
A minimum of 5 years' experience of senior administration work	E	Application/Interview
Experience of working directly with senior staff	E	Application/Interview
Experience of working with a voluntary Management Committee or similar	D	Application/Interview
Experience of HR administration	D	Application/Interview
<b>SKILLS AND ABILITIES</b>		
Accurate and effective minute taking	E	Application/Interview
Excellent written and verbal communication skills	E	Application/Interview
Polite, helpful and pleasant manner	E	Application/Interview
High level of personal integrity and confidentiality	E	Application/Interview
Well organised, methodical worker	E	Application/Interview
Able to work as a member of a team	E	Application/Interview
Self-motivated and able to use initiative and work with minimum supervision	E	Application/Interview
Able to work under pressure and to manage a demanding workload	E	Application/Interview
Proficient in the use of MS Office software	E	Application/Interview
Ability to write shorthand	D	Application/Interview
<b>KNOWLEDGE</b>		
Understanding of the importance of good governance in an organisation	E	Application/Interview
<b>VALUES AND ATTITUDES</b>		
Is committed to the principles of equal opportunities	E	Application/Interview



Is committed to ensuring the highest possible standards of service	E	Application/Interview
Is committed to the provision of social rented housing	E	Application/Interview
Is committed to working for a community controlled organisation	E	Application/Interview

## **GUIDANCE NOTES FOR APPLICANTS**

Thank you for your interest in working with Prospect Community Housing. Please read the following guidance notes which are designed to assist you in the completion of your application for the post.

The application form is extremely important in the selection process as it is used to shortlist candidates for interview. You are therefore strongly advised to ensure that you complete all sections of the form fully in a clear, concise and legible way. CVs and other unsolicited material will be disregarded.

### **1. Filling in the Application Form**

#### **Electronically (preferred option)**

If you are completing the form electronically, please keep to the format and do not change any of the fields. If you have problems completing the form electronically, please contact Julie Thynne on 0131 458 5480 or [recruitment@prospectch.org.uk](mailto:recruitment@prospectch.org.uk).

If you are returning your application by email you will be required to sign your form if you are selected to attend for an interview.

#### **In Writing**

If you are filling in the application in writing please complete it in black or blue ink for photocopying purposes.

If you are completing the application by hand and need to use additional pages please ensure that your name and the title of the post you are applying for are noted at the top of each sheet.

### **2. Returning the completed form**

Applications can be returned by:

EMAIL to [recruitment@prospectch.org.uk](mailto:recruitment@prospectch.org.uk).

POST to Prospect Community Housing, 6 Westburn Avenue, Edinburgh, EH14 2TH

Applications must reach the Association no later than 10am on 6 September 2021. Applications received after this will not be considered.

If you are posting your application into the office please ensure it is posted in sufficient time to reach the office by the closing date and that you pay the correct postage. Please clearly mark the envelope PRIVATE & CONFIDENTIAL for the attention of Recruitment.

If returning the application form by email please note there is no need to also post a hard copy.

### **3. References**

One of your references must be your present or most recent employer and preferably be or have been your line manager and therefore able to comment on your level of knowledge and/or suitability for the post applied for.

If you have not been in paid employment or have been out of employment for some time you may wish to give the name of someone who knows you sufficiently well to confirm the information in your application and comment on your ability to do the job.

Your second referee should ideally be someone else from your current or last employer. A character reference will normally only be accepted where it is not reasonably practical to provide an employment reference.

Referees will not be approached until after interview.

#### **4. Asylum & Immigration Act 2006**

It is an offence for Prospect Community Housing to knowingly employ a person who is not entitled to live or work in the UK. All applicants selected for interview will be required to provide evidence that you have these rights and any offer of employment will not be made until this is established. Appropriate documentation may include the original of your current passport, birth or marriage certificate.

#### **5. Education and Qualifications**

If you are selected for interview, you will be required to provide evidence of your original qualification certificates.

#### **6. Relationships with Management Committee and/or Staff Members**

If you are related to any member of the Management Committee and/or staff of Prospect Community Housing or know someone in the organisation well it is important that you declare this in your application. Being related to a Committee or Staff Member or knowing them well will not affect consideration of your application or your chances of being selected for interview in any way but must be declared.

#### **7. Employment History**

Please provide details of your employment history to date starting with your current or most recent post and accounting for any periods not spent in employment (e.g. full time education, career break). For any post held within the last 10 years please confirm final wage/salary.

#### **8. Essential Criteria**

The enclosed person specification lists the minimum essential requirements for the post. When shortlisting for interview the selection panel will only consider the information contained in your application form and assess this against the personal specification.

The selection panel will not make assumptions about the experience, skills and knowledge you gained in your previous posts. Additionally, paid work is not the only means of meeting the requirements and life experiences, voluntary work and an active involvement in sports or hobbies are just as valid. It is therefore important that you use this section to demonstrate how you meet the essential requirements of the post as detailed in the Job Description and Person Specification.

It is not sufficient to simply state that you covered a specific requirement in a post. You should give an example of how you met it and be prepared to expand further on this if you are selected for interview.

When completing this section it would be helpful to the selection panel if you could address each requirement in turn as they are listed in the Person Specification.

#### **9. Desirable Criteria and Additional Information**

This section should detail any experience, skills and knowledge gained in your previous posts that meet the desirable criteria listed in the Person Specification. You can also use this section to provide any additional information that you feel would be relevant to the post you are applying for.

#### **10. Equal Opportunities Monitoring**

In order to help Prospect Community Housing monitor the effectiveness of its Equality and Diversity Policy it would be appreciated if you would complete the Equal Opportunities Monitoring Form. The information you provide will be kept separate from your application and will have no bearing on consideration of your application.

However, if you have requirements for any facilities to be made available should you be selected for interview please ensure that these are noted on page one of the application form.

**Job Applicant Fair Processing Notice** (How we use Job Applicant information)

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

**About Us**

Prospect Community Housing, a Scottish Charity (SC029797), a registered society under the Co-operative and Community Benefit Societies Act 2014 (229OR) and having our Registered Office at 6 Westburn Avenue, Edinburgh, EH14 2TH.

We take the issue of security and data protection very seriously and strictly adhere to the General Data Protection Regulation which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z4610401 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Leigh Pettigrew. Any questions relating to this notice and our privacy practices should be sent to [enquiries@prospectch.org.uk](mailto:enquiries@prospectch.org.uk)

**How we collect information from you and what information we collect**

We may collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including Employment Agencies, previous employers) which include:

- Recruitment processes including information obtained from agencies which includes:
  - Your name, address, and contact details including email address and telephone number;
  - Details of your qualifications, skills, experience and work history, including start and end dates with previous employers and workplaces
  - Information about your remuneration, including entitlement to benefits such as, pay, pension and holidays
  - Your identification documents you have given us and your proof of eligibility to work in the UK
  - Information regarding whether if you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process
  - Equal opportunities monitoring information [collected and retained anonymously]
  - Background checks conditional for your engagement with us, including internet and social media screening
- Current and former employers or other individuals whom you have given us permission to contact to provide us with a reference. This data will include:
  - Your work history (paid or unpaid) with them, including the dates you worked with them
  - The work tasks you did
  - Your level of responsibility
  - Job title
  - Salary on leaving
  - Time keeping
  - Reliability

- Quality and quantity of work
- Relationships and attitude to those you work with
- Reason for leaving their workplace and
- Whether they would be happy to have you work for them again.

### **Why we need this information about you and how it will be used**

The main legal basis for processing your data is legitimate interests – it is both in your interests (as applicant) and our interests (as potential employer) to process this information.

We will also use the legal basis of legal obligations to process information regarding the following:

- to obtain checks regarding your right to work in the UK,
- health information to make reasonable adjustments to attend interview and comply with employment related law.

### **Sharing of your information**

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- For the purposes of pre-employment checks; current and former employers
- Our professional advisors
- Any other third parties as necessary to comply with your contract of engagement and our legal and statutory obligations with third party organisations.
- Other third parties as necessary to comply with the law.

### **Transfers outside the UK and Europe**

Your information may be processed outside of the UK or the European Economic Area (EEA).

Where this happens, we will ensure that there are adequate safeguards in place to protect your information in accordance with this notice, for example that the organisation processing the information is registered with the Privacy Shield.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe. We have separate Information Technology policies and procedures in place to protect information that is held electronically, and these are available on request. Our paper records are held in our office and any personal information is stored locked and only available to authorised staff members.

### **How long we will keep your information**

If you are successful, we will continue to use your information and will process it under our Employee Fair Processing Notice. If your application is unsuccessful we will retain your application for a period of 6 months.

Data retention guidelines on the information we hold is provided in data retention schedule which is available on request.

### **Your rights**

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records; and
- Require us to correct any inaccuracies in your information
- To ask that the information that we hold is erased
- To ask us to restrict processing of your information
- To object to us processing your information

If you would like to exercise any of your rights above please contact us at **[enquiries@prospectch.org.uk](mailto:enquiries@prospectch.org.uk)**

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0131 244 9001

Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.