

Dear Applicant

Post of Customer Service Advisor - EVH Grade PA5: £30,250 - £33,617

Thank you for your interest in working with Glen Oaks Housing Association. Whilst you will see that our standard terms and conditions are very good, we also offer a range of additional benefits that demonstrate our commitment to making this a great place to work. The following information is enclosed:

1. Job Description
2. Person Specification
3. Application Form (please note CVs are not accepted)
4. Employee Benefits
5. Equality Monitoring Form
6. Privacy Notice

Further information about the Association can be found on our website at www.glenoaks.org.uk

Please note that applications require to be submitted to the Association by **4pm on Friday 20 June 2025**. Completed application forms should be returned to: martha.hutcheson@glenoaks.org.uk

Should you have any questions after reading the enclosed information, please do not hesitate to contact Martha Hutcheson at the above email address.

We look forward to receiving your completed application form.

Yours faithfully



Nicola Logan
Chief Executive

Registered Office: 3 Kilmuir Drive, Arden, Glasgow, G46 8BW
t: 0141 638 0999 **f:** 0141 638 5999 **e:** go@glenoaks.org.uk **w:** www.glenoaks.org.uk

Guidance Notes for Applicants: Customer Service Advisor

1. The form should be typed or completed in black ink or black ballpoint pen for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. 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.
4. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the Selection Panel will only consider the information contained in your application form and assess this against the Person Specification.
5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, as long as you are able to demonstrate this.
6. If you are shortlisted for interview, the Selection Panel will wish to discuss the areas covered in the Person Specification in more detail. In particular, the Panel will assess your commitment to and understanding of Diversity & Equal Opportunities.
7. If you are related to any members of staff, Board members, 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.

Person Specification: Customer Service Advisor

Experience and knowledge

	Essential	Desirable
Experience of working in a housing association		*
Experience of working in a customer service environment with a proven track record in dealing with the public face-to-face and on the telephone	*	
Experience of dealing with vulnerable customers		*
Skills and abilities		
Ability to collaborate effectively with own team and other colleagues	*	
Ability to organise and prioritise own workload to meet the demands of a fast-paced environment	*	
Ability to demonstrate a proactive approach to problem solving	*	
Excellent interpersonal and communication skills (written and verbal)	*	
Accurate keyboard skills and competent in Microsoft Office packages	*	
Personal qualities		
Friendly, positive & empathic approach to customers	*	
Able to deal with challenging customer situations sensitively and professionally	*	
Focused on putting customers at the heart of service delivery and using their feedback to continuously improve	*	
Effective listening skills to ensure accurate understanding of customer issues	*	
Qualifications		
Educated to National Level 5	*	

Job Description: Customer Service Advisor

Grade and Salary	EVH Grade 5
Responsible to:	Property/Tenancy Services Manager
Reporting to:	Property/Tenancy Services Officer
Responsible for the following staff:	None

1. General Aims

- 1.1 Ensure that Glen Oaks Housing Association meets its Customer Services Standards to the highest degree possible.
- 1.2 Provide an outstanding experience for customers contacting the Association to report repairs, for service requests and for general enquiries.
- 1.3 Focus on the delivery of quality outcomes for the customer, seeking to exceed their expectations where possible.

2. Specific Tasks - Reception

- 2.1 Welcome visitors to the Association's office, either in person or on the telephone. This may include assisting in facilitating tenant groups and community events and activities.
- 2.2 Receive and respond in a professional and friendly manner to customer queries and service requests via their preferred communication methods.
- 2.3 Ensure that the reception area is kept clean and tidy at all times.
- 2.4 Open and distribute external mail to the relevant teams.
- 2.5 Provide general housing information and advice.

3. Specific Tasks - Tenancy & Property Services

- 3.1 Enable customers to complete their online housing options journeys, processing completed applications, processing verifications and offering advice and support as required.
- 3.2 Arrange appointments for tenants, contractors and staff in relation to any tenancy matter, including welfare rights and housing options.
- 3.3 Provide administrative and general support to the Customer Services team, including the monitoring of the Customer Service Mailbox.
- 3.4 Log repairs reported by tenants and other customers on the Association's housing management system.
- 3.5 Deal with, and record, day-to-day enquiries from tenants and other customers regarding repairs, and take the appropriate follow-up action.
- 3.6 Liaise as required with contractors and tenants regarding access, appointments and follow-up works, and ensure housing management system is accurately updated to reflect arrangements.
- 3.7 Issue pre-inspections.
- 3.8 Analyse, interrogate and log job completions for all maintenance contracts in accordance with requirements of the ARC

4. Specific Tasks - Voids

- 4.1 Monitoring void and void defect repairs and updating the housing management system with relevant completion dates.

5. Complaints & Compliments

- 5.1 Receive and record all complaints and compliments on the housing management system in line with the Association's policies and procedures.
- 5.2 Resolve Stage 1 complaints at first point of contact where possible, including recording any supporting evidence and communicating with customers and colleagues as required.
- 5.3 Feedback on any service improvements or learning points to the relevant team.

- 5.4 Assist in collating evidence to Manager or Director to allow Stage 2 complaints and any Ombudsman appeals to be actioned.

6. Other Duties

- 6.1 Record and process Alterations and Improvements, Tenancy & Estate Management requests using the Association's housing management system.
- 6.2 Manage and record all key handling activity.
- 6.3 Identify rechargeable repairs and register sub account on the IT system. Prepare and issue rechargeable invoice / pre-invoice to tenants and other customers.
- 6.4 Liaise with other staff in order to provide cover for the customer services function at reception during office opening hours.
- 6.5 Undertake clerical and general administrative duties to support the team and wider organisation. This may include inputting of data, outbound calling, internal and external mail, system data cleansing, financial transactions and payments.
- 6.6 Enter, manage and maintain accurate customer records and requests with absolute care and attention through the various software packages used in-house.
- 6.7 Ensure that the Association's files and records are kept in accordance with the General Data Protection Regulation (GDPR).

7. Health and Safety

- 7.1 Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- 7.2 Comply with safe working practices as defined by Glen Oaks Housing Association.
- 7.3 Complete health and safety training as and when required.
- 7.4 Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- 7.5 Report any accidents, incidents of unacceptable behaviour or near misses as soon as is reasonably practicable.

8. General

- 8.1 Ensure the values of the Association are reflected in your work and that all services provided are delivered in line with our Vision, Mission and Values.
- 8.2 Recognise and respect the diversity of internal and external customers and provide the appropriate assistance, in line with the Association's Equality, Diversity & Inclusion policy.
- 8.3 Be aware of, and adhere to, Glen Oaks Housing Association's policies and procedures at all times.
- 8.4 Ensure compliance with all regulatory, statutory and legal requirements and our service standards.
- 8.5 Take part in performance reviews throughout the year.
- 8.6 Attend training courses and complete online training modules as required to meet the requirements of the post.
- 8.7 Take responsibility for own personal development, seeking out opportunities to learn new skills, this may include gaining experiencing while job shadowing and accompanying Officers during on-site visits.
- 8.8 Build and maintain effective working relationships with other departments within Glen Oaks Housing Association.
- 8.9 To ensure compliance with the Association's Customer Service Strategy, consulting with tenants as appropriate.
- 8.10 This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's department, and the organisation as a whole, to fulfill its objectives.

employee benefits

we believe our dedicated team are our greatest asset and
we are committed to helping our people learn, develop
and reach their full potential

our supportive and creative workplace ensures that our
employees are happy and healthy during their time
working for us

employees have access to a wide range of benefits ...

Pay and Conditions

- ✓ Competitive salary
- ✓ Scottish Living Wage Employer
- ✓ 35 hour Working Week
- ✓ Generous Leave Entitlement:
40 days paid leave per year for full-time employees, pro rata for part-time employees
- ✓ Pension Scheme: employer contribution 10%, salary sacrifice employer savings passed on to employee
- ✓ Life Assurance Cover:
4 times your annual salary

Reward and Recognition

- ✓ Long Service Awards

Work/Life Balance

- ✓ Agile Working: flexible hours, compressed hours, homeworking, job share

Family Friendly

- ✓ Enhanced Family Leave:
maternity, paternity, adoption, shared parental leave
- ✓ Special Leave
- ✓ Childcare Vouchers
- ✓ Extended Christmas Break

Learning and Development

- ✓ Comprehensive Induction Programme
- ✓ Ongoing training / career opportunities
- ✓ Access to online training resources
- ✓ Personalised learning and development plans
- ✓ One set of professional membership fees paid (if relevant to our work)
- ✓ Teambuilding Away Days

Health and Wellbeing

- ✓ Enhanced sick pay benefits: 6 months full pay plus 6 months half pay (for qualifying employees)
- ✓ Simplyhealth: access to discounted health services
- ✓ Eyecare: contribution towards glasses for VDU use
- ✓ Occupational Health
- ✓ Employee Counselling
- ✓ Mental Health First Aiders
- ✓ Access to Housing Perks
- ✓ Blue Light discounts
- ✓ Annual flu vaccination
- ✓ Tea and coffee
- ✓ Fresh fruit
- ✓ Free breakfast (quarterly)
- ✓ Half day for Christmas lunch
- ✓ Cycle to Work Scheme
- ✓ Proactive Health & Safety culture

Glen Oaks

HOUSING ASSOCIATION



3 Kilmuir Drive, Arden, Glasgow, G46 8BW

Tel: 0141 638 0999 **Email:** go@glenoaks.org.uk **Website:** www.glenoaks.org.uk

Our values:

dedicated

we will give 100%
commitment to our
work

aspirational

we will strive to
achieve the best we
can for our
communities

respectful

we trust and respect
our customers and
each other

transparent

we will be open and
honest about what
we do





STAFF / APPLICANT PRIVACY NOTICE

(How we use your personal 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 process your personal data.

Introduction

The purpose of this staff privacy notice is to explain to you the reasons which we may hold and use your personal data and explain your rights under the current data protection laws.

As your employer we may collect and process personal data relating to you to manage our contract, including pre-contractual negotiations, with you. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you.

This notice does not form part of your contract of employment or engagement with us. It applies to all our employees, workers, volunteers, apprenticeships and consultants (which includes applicants), regardless of length of service, and may be amended at any time. If any amendments are required in the future, we will notify you as is appropriate.

Glen Oaks Housing Association of: 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

We are registered as a data controller with the Information Commissioner's Office ('ICO') and our registered number is Z5443064.

Where does your personal information come from?

The Association may collect information in several ways which include:

- Personal data which you have provided to us
- Recruitment processes including information obtained from agencies
- Your identification documents you have given us
- Background checks conditional for your engagement with us (if relevant)
- PVG/Disclosure/DVLA checks relating to criminal convictions / offences
- Former employers or other individuals whom you have given us permission to contact to provide us with a reference
- Medical professionals provide us with appropriate health information in order that we can manage any health- related situations that may have an impact on your ability to work with us.
- Membership with professional bodies that confirm membership
- Qualifications/training bodies that provide us information relating to you
- Web browsing history and email exchanges can be routinely monitored for the purposes of maintaining the IT infrastructure
- HMRC

What Information do we collect?

The Association controls and processes a range of information about you. In this privacy notice 'your personal information' means your personal data i.e. information about you from which you can be identified. Your 'personal information' does not include data where your identity has been removed (anonymous data). It is really important that the personal information that we hold and process about you is accurate and up to date. Please keep us informed if your personal information changes during your engagement with us.

This includes:

- Your name, address, and contact details including email address and telephone number, date of birth and gender
- The terms and conditions of your employment or engagement with us

- 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
- Details of your bank account and national insurance number
- Information about your marital status, next of kin, dependants and emergency contacts
- Information about your nationality and entitlement to work in the UK
- Information about any criminal convictions if relevant for your job.
- Details of your work pattern (days of work and working hours) and attendance at work
- Details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals
- Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- Assessments of your performance, including appraisals, performance reviews and ratings, performance improvement plans and related correspondence
- Information about medical or health conditions, including if you have a disability for which the organisation needs to make reasonable adjustments
- Equal opportunities monitoring information including protected characteristics
- CCTV imagery
- Telephone call recordings

The data we hold about you will be kept in your personnel file which is stored securely and access to the files is restricted. The information will only be held for the periods outlined in the Association's Retention Policy.

What are the legal bases for us processing your personal data

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV recordings, telephone call recordings, business planning and resilience, publishing certain information on our website, the operation of our IT systems and next of kin details)
- vital interests
- public interest / official authority
- legal obligation

Processing Special Category Personal Data

Special categories of information means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The "special categories" of sensitive personal information referred to above require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal information, including in the following situations:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations and in line with our privacy policy.

- Where it is needed in the public interest, such as for equal opportunities monitoring and in line with our Privacy Policy.
- Where it is needed to assess your working capacity on health grounds, subject to appropriate confidentiality safeguards.

Our Obligations as Employer

We will use your particularly sensitive personal information in the following ways:

- We will use information relating to leave of absence, which may include sickness absence or family related leave, to comply with employment and other laws.
- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- We will use trade union membership information to pay trade union premiums, register the status of a protected employee and to comply with employment law obligations.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Employee Monitoring

We will carry out the following monitoring exercises:

- CCTV – images and footage recorded of any person visiting our premises. This is used for staff safety, security and the prevention (detection) of crime. Footage is currently retained for 1 month
- Wi-fi Browsing – Our I.T. provider can monitor web browsing history and email exchanges for the purposes of maintaining the IT infrastructure
- Phone records of Association mobile users with regards to call history and length of calls. Recordings are retained for 30 days

Where do we keep your data?

Your information will only be processed within the UK where international transfers are authorised by law.

How do we keep your data safe?

When you give us information, we take steps to make sure that your personal information is kept secure and safe. All personal data is processed in accordance with Glen Oaks Housing Association's data protection policies and procedures. Our systems are password protected and all electronic data is stored securely. All paper files are kept in locked cabinets.

How long do we keep your data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law and in accordance with our Data Retention Policy and Schedule.

If you do not wish to provide your personal data

You have obligations under your employment contract to provide the organisation with the necessary data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide the Association with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights

Certain information, such as contact details, your right to work in the UK and the payment details, must be provided to enable the Association to enter into a contract of employment with you. If you do not provide other information, this will hinder the Association's ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Your Rights

You have the right at any time to request to exercise your data subjects' rights in relation to the following:

- the right to be informed
- the right to access
- the right to rectification
- the right to object to processing
- rights in relation to automated decision making and profiling
- the right to be forgotten
- the right to data portability
- the rights to restrict processing

Who might my data be shared with, or seen by?

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, selected third parties, government agencies and regulators and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- with your consent
- to the extent that we are required to do so by law
- to protect the rights, property and safety of us, our customers, users of our website and other persons
- in connection with any ongoing or prospective proceedings
- if we are investigating a complaint, information may be disclosed to solicitors, independent investigators, including auditors, the Scottish Housing Regulator and other regulatory bodies, whether investigating the complaint or otherwise

- to the purchaser (or prospective purchaser) of any business or asset that we are, or are contemplating, selling;
- to another organisation if we enter into a joint venture or merge with another organisation.

Queries and Complaints

Any questions relating to this notice and our privacy practices should be directed, in the first instance, to go@glenoaks.org.uk or by telephoning 0141 638 0999.

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 0131 222 3239 or info@rgdp.co.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:

Telephone: 0303 123 1113

Online: [Make a complaint | ICO](#)

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

This Privacy Notice was last updated on 9.10.24.