

Dear Applicant

HR Officer (Executive Support)
EVH Grade PA7: £42,707 - £46,895

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

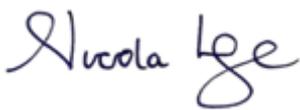
Further information about the Association can be found on our website at www.glenoaks.org.uk

Please note that applications require to be submitted to the Association by **4pm on Thursday 2 April 2026**. 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: HR Officer

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.

Job Description: HR Officer

Grade and Salary	EVH Grade 7
Reporting to:	Executive Support Manager
Responsible for the following staff:	No staff at present

1. General Aims

- 1.1 Work with the Executive Support Manager to provide a high quality, customer focused HR service ensuring staff and managers are provided with key guidance and support on HR processes and procedures.
- 1.2 Ensure the efficient processing of employee data, contracts and records.
- 1.3 Assist the Executive Support Manager in the recruitment, induction and training of Board members.
- 1.4 Champion equality, diversity and inclusion across the whole organisation

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. Roles and responsibilities may also alter due to changes in service delivery requirements, legislative changes, new technology or other external factors.

2. Recruitment & Selection

- 2.1 Co-ordinate the end-to-end recruitment process liaising with and delegating to other staff members as appropriate. This will include pre-and post-employment checks, supporting managers with interviewing candidates and preparing contracts of employment.
- 2.2 Co-ordinate the induction process for new employees.
- 2.3 Support managers and Corporate Management Team (CMT) in relation to workforce planning, induction and termination of employment.

- 2.4 Co-ordinate the process for employees leaving the organization, including exit interviews, payroll liaison, and guiding managers on issues of dismissal where required
- 2.5 Promote and include equality and diversity throughout all stages of employment.

3. Learning & Development

- 3.1 Plan L & D activities as agreed by managers and CMT to support and achieve the business objectives of Glen Oaks.
- 3.2 Implement the Association's L & D plan, ensuring that organisational and individual training, is focused on the development of highly skilled and motivated employees.
- 3.3 Work with the Executive Support Manager to design and deliver a suite of HR training for managers to enhance their skills, embed a performance management approach, and improve confidence and ability for managers to move towards greater self-service.
- 3.4 Seek opportunities to reduce use of outsourced training, where this would achieve value for money and enable knowledge and skills to be developed and embedded in-house.
- 3.5 Monitor, record and evaluate L & D activities to ensure value for money, effectiveness and fit with the organisation's culture of continuous improvement and managing talent.
- 3.6 Support managers and employees on performance management issues.
- 3.7 Present to and train employees and managers in individual and group settings.

4. Employee Relations

- 4.1 Implement HR policies and procedures by advising and guiding on best practice, compliance and employment legislation.
- 4.2 Provide guidance and assistance to equip managers with the skills and tools required to enable them to address routine employee relations matters directly.
- 4.3 Support managers on sensitive and complex employee relations matters, using HR and business knowledge to problem solve and respond to issues appropriately, in line with the best interests of the Association, taking

advice from the Executive Support Manager and Chief Executive Officer where required.

5. Attendance & Absence Management

- 5.1 Support and advise managers on all aspects of the Attendance & Absence Management Policy and procedures, enabling them to address routine issues directly.
- 5.2 Provide more comprehensive guidance on complex cases to maintain the health and wellbeing of employees to be able to meet the business objectives.
- 5.3 Monitor, record and report on attendance and absence matters to managers and CMT, highlighting areas of concern and suggesting a range of options to improve attendance.
- 5.4 Liaise with external agencies such as occupational health, GPs, consultants etc to support employees during periods of absence and to facilitate appropriate returns to work.

6. Employee Engagement

- 6.1 Take a lead role in determining employee engagement, building the Association's organisational culture and ensuring that we have strong and effective systems in place to be a leading organization within the sector and an employer that people want to work for.
- 6.2 Promote and foster a culture of engagement through activities such as team events, taking part in project / working groups and acting as a positive role model for colleagues.
- 6.3 Adopt a proactive approach to all aspects of work in order to identify, encourage and foster continuous improvement across the business, recognizing and developing own and colleagues' skills and talents to gain business improvements.
- 6.4 Co-ordinate the Association's employee benefits package.

7. Employee Wellbeing

- 7.1 Work with colleagues to develop a strong and innovative health and wellbeing strategy to support our employees to be healthy physically and mentally.

- 7.2 Develop partnerships with external agencies to promote wellbeing initiatives throughout the Association.

8. Equality, Diversity & Inclusion

- 8.1 Support and advise employees on areas of equality, diversity and inclusion.
- 8.2 Assist with the collection and reporting of equality, diversity and inclusion data.
- 8.3 Monitor the equality, diversity and inclusion action plan and prepare annual report for the Board.

8. Governance Support

- 9.1 Assist the Executive Support Manager in the recruitment and induction of new Board members.
- 9.2 Work closely with the Executive Support Manager in relation to Board learning and development, including the provision of training plans, enhancing members' skills and expertise, and providing advice and assistance to resolve people issues should they arise.
- 9.3 Administer training modules on various online platforms for Board members and produce quarterly reports of training completed.
- 9.4 Work with other members of the team to provide high quality, professional support to the Board and Staffing Sub-Committee, including minute taking, co-ordination and production of reports for meetings when required

10. General HR

- 10.1 Develop, review and implement the Association's policies in relation to all aspects of human resources ensuring these are well-communicated, clearly understood and applied fairly and equitably across the organisation.
- 10.2 Assist the ICT Manager in the implementation of a new HR / payroll system and its ongoing development.
- 10.3 Take responsibility for overseeing the implementation and day-to-day operation of the Association's Terms and Conditions.
- 10.4 Assist with the submission of information for accreditations such as Investors in People.

- 10.5 Liaise with the finance team in relation to any employee changes including new employees, contractual and salary changes, sickness absence and monthly adjustments to salaries.

11. General

- 11.1 Ensure the values of the Association are reflected in all aspects of your work.
- 11.2 Maximise the use of ICT to improve efficiency, increase productivity and develop new and existing services.
- 11.3 Comply with GDPR and ensure document retention is in line with the Association's schedule.
- 11.4 Contribute to the successful delivery and achievement of strategic and operational objectives.
- 11.5 Attend meetings and carry out other work as required, outwith normal working hours where relevant, as instructed by the Chief Executive Officer.
- 11.6 Support the wider team during busy periods.

Person Specification – HR Officer	
Criteria	Essential / Desirable
Experience and knowledge	
<ul style="list-style-type: none"> • Experience of working at HR Officer / Adviser level, with strong operational HR expertise • Experience of providing a high-quality HR service, advice and guidance on a range of HR matters including the application of HR policy • Experience of working discretely with sensitive and confidential information • Sound knowledge of employment law and experience of interpreting and applying this law, combined with an understanding of HR best practice • Experience of planning Learning & Development activities • Experience of gathering and analysing data and information and the preparation of reports • HR project work 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Skills and abilities	
<ul style="list-style-type: none"> • Excellent IT skills using MS Office packages • Able to work flexibly and effectively plan and prioritise workload and projects within set timescales • Ability to work effectively within a small team • Effective communication skills and the ability to influence a range of stakeholders • Ability to work on own initiative with minimal supervision, exercise judgement to inform decision making • Experience of working with HR systems 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Qualifications	
<ul style="list-style-type: none"> • HR qualification e.g. CIPD level 3 (or working towards) 	<p>E</p>
Other requirements	
<ul style="list-style-type: none"> • Commitment to the values of Glen Oaks HA • Commitment to diversity and inclusion • Flexibility to work outwith office hours 	<p>E</p> <p>E</p> <p>E</p>

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.