



clydebank housing association

"Offering our community more than a home"

**Clerical Officer – Housing Services
(Full Time)**

EVH GRADE 3 (PA5-PA8)

Recruitment Pack

Advertised: September 2025

Closing Date: Monday 13th October 2025 at 12.00 noon



77-83 Kilbowie Road, Clydebank. G81 1BL

Scottish Charity No. SC 033962

Telephone: 0141-941 1044

Clydebank Housing Association Limited

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Welcome from the Chief Executive

Dear Candidate,

Thank you for your interest in working with Clydebank Housing Association.

I hope this pack will provide you with details of the role and information about the Association to assist you in the application process.

Clydebank Housing Association is a customer focussed, high performing housing association operating in the central and East Clydebank area of the town. We own and manage over c. 1,200 homes for affordable rent and act as factor to another c. 600 owner occupied properties. Over the past 40 years we have continued to develop new housing and provide wider role activities including the provision of heat and hot water to almost 370 tenants at our multi-storey flats via our wholly owned subsidiary, CHA Power Limited.

We have a dedicated staff team who are committed to high levels of service and strong leadership from our Management Committee who drives forward the delivery of the Association's strategic objectives.

Thanks again for your interest and I wish you good luck in your application.

Yours faithfully,

Lynette Lees
Chief Executive

About Us

As our name suggests, we are a social landlord providing homes for rent in the town of Clydebank, West Dunbartonshire, several miles to the west of Glasgow. We celebrate our 40th anniversary in 2025!

In terms of size, we are currently the largest community-controlled Housing Association in West Dunbartonshire. We own over 1,200 homes, which are located in the Central, Linnvale, Whitecrook, and Drumry areas of the town, and are made up of a mixture of houses, tenements, modern flats, maisonettes, and multistorey flats. We also have 30 Shared Ownership units and we factor over 600 properties (Registration No PF000231).

Our house sizes range from 1 through to 6 bedrooms, and we also have a number of homes which are specially adapted for medical and social needs.

All of our properties are let to people in housing need through our waiting list, which is open to everyone over the age of 16. We operate a points system to ensure that those most in need are prioritised.

As a not-for-profit charity, the rent money we receive is channelled back directly into the management and maintenance of our homes, and to fund the services we provide.

We are a registered Scottish Charity (Charity no SC033962). We are run by a Management Committee made up of mainly local volunteers. We are committed to community control and encourage tenants and customers to become members of the Management Committee and to take an active part in the running of the Association.

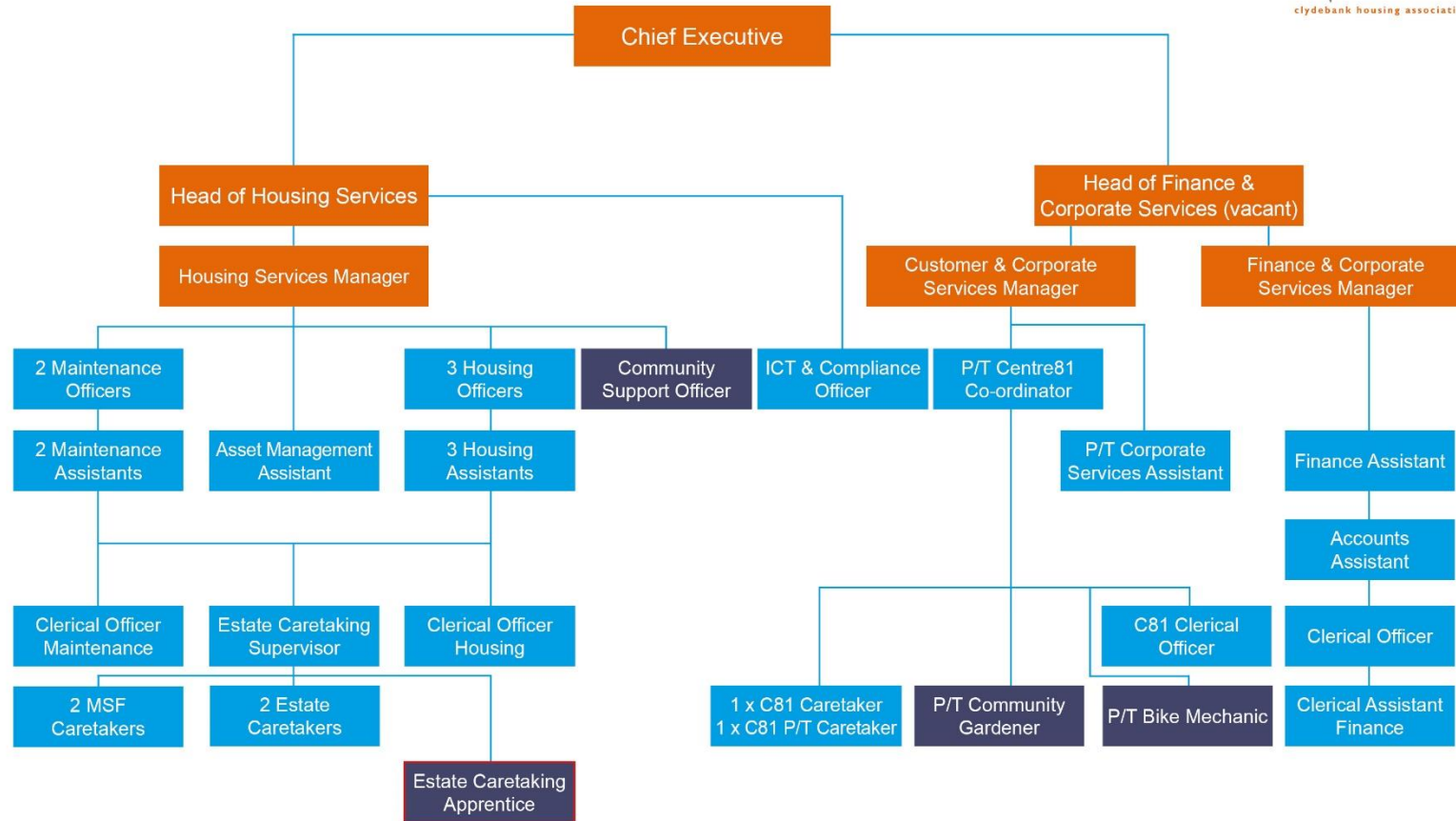
We are not just a landlord though, we also offer a range of additional services for the benefit of both our customers and the community of Clydebank. These include social outreach, community support, and health and wellbeing initiatives.

We own and manage a thriving local community centre, Centre81, in Whitecrook acts as both a hub and a base for many of these services, and is complemented by our main housing office, and our social economy centre, both of which are located at the bottom of Kilbowie Road.

We also have a wholly-owned subsidiary, CHA Power Ltd, which provides low-cost heat and hot water to over 380 2-bedroom homes and a local church. As we grow, diversify and offer an increasing number of wider role activities, our role as an employer becomes more significant and we now employ 35 staff. We are committed to equal opportunities, are a Disability Confident Employer and are dedicated to staff training and development.

Organisational Structure

Staff Structure - December 2024



New Post/Vacant
Temporary Staff/
Funded Posts

Our Core Values: Respectful Professional Responsive & Informative Accountable

Job Description



Job Title:	Clerical Officer (Housing Management)
Department:	Housing Services
Grade:	EVH Grade 3, PA5 to PA8
Reporting to:	Housing Services Manager and Head of Housing Services
Locations:	Clydebank Housing Association Offices

1. Main objectives of the post

To efficiently carry out clerical tasks within the Association's Housing Services Department as agreed with the Housing Services Manager and/or Head of Housing Services.

In keeping with EVH grading guidelines, this post will:

- Involve routine office skills and activities
- Organisation of some of own workload under supervision
- Collating information for senior staff
- Provide information to customers
- Follow pre-defined policies and procedures

2. Accountability

The Clerical Assistant will be directly responsible to the Housing Services Manager and thereafter, the Head of Housing Services, Chief Executive and Management Committee. Day to day supervision will be from the Housing or Maintenance Officers or Assistants.

3 Duties

Reception

- Provide ad-hoc reception cover.
- Greet customers and direct them appropriately.
- Assisting customers directly with enquiries where possible.
- Use of reception IT and telephone systems.
- Process mail.
- Carry out assigned clerical duties.

Housing Services

- Keep accurate housing database records
- Report any IT problems to the supervising officer
- Administration of the housing list, including entering/updating application forms and carrying out reviews
- Keep filing systems accurate and tidy
- Give general housing advice and assistance to customers in relation to the housing list
- Administration of customer satisfaction databases for Housing Services functions
- Monitor office supplies for the section.
- Monitor supplies of paperwork for relevant Housing Services functions.
- Assist during busy periods with the sign up of new tenancies
- Assist customers where required to complete housing forms
- Accompany other housing services staff on visits as required
- Take rent payments
- Post rents to customer accounts and ensure associated information is in order and correctly stored

Housekeeping and Health & Safety

- Follow CHA Health and Safety policies and procedures in relation to role
- Participate in any required H&S training

Servicing of meetings

- On occasion, help set up meeting room and take notes at meetings
- Ensure meeting room returned to tidy operational function after any meeting

Training

- Actively look at training opportunities in relation to own role and agree attendance with supervisor or manager
- Attend relevant training

General

- Carry out any other relevant duties as directed by the Housing Services Manager, Head of Housing Services or Chief Executive. Any duties will be within EVH grading guidelines for this post.

Person Specification – Clerical Officer – Housing Management (Full Time)

EVH Grade 3, PA5 to PA8

Person Specification		
Category	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> Have at least 6 months' continuous experience of working in a busy and customer focused office or similar environment Have at least 6 months' continuous experience in delivering services directly to customers 	<ul style="list-style-type: none"> Experience of delivering housing services to customers Experience of working for a Housing Association, a Local Authority, or similar
Skills and Abilities	<ul style="list-style-type: none"> Effective communication and listening skills Relevant IT skills, including the use of Microsoft Office packages Good organisational skills Good telephone manner Ability to work on an individual basis and as part of a team Flexible, adaptable, and able to work in busy situations Good writing and typing skills 	<ul style="list-style-type: none"> Experience of using a Housing Management Software package
Qualifications and Knowledge	<ul style="list-style-type: none"> Basic educational qualifications, e.g. Standard Grade/Nat 5 or equivalent, including English and Mathematics 	<ul style="list-style-type: none"> Knowledge of the services provided by CHA and the local area covered by our service

Personal Qualities	<ul style="list-style-type: none"> • Be approachable and enthusiastic • Be patient and empathetic • Have a strong work ethic • Be self-motivated and able to work on own initiative • Have an eye for detail, be thorough and accurate • Have a strong desire to self-improve through training 	
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Summary of Terms

Clydebank Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH terms. A summary of the principal areas are as follows:

Salary	Employers in Voluntary Housing Grade 3 (PA5-PA8) £22,994 from April 2025
Salary Payment	Salary will be paid on 28 th of the month
Contract Status	Permanent
Hours	35 hours per week, Monday to Friday The office is open to the public: 9am-5pm Monday to Thursday 9am-4pm Friday
Place of Work	Clydebank Housing Association Ltd 77-83 Kilbowie Road Clydebank G81 1BL The Association has access to car parking
Holiday Entitlement	25 days per annum 15 public holidays per annum
Pension	The Association offers SHAPS Defined Contribution pension scheme (Employee contributions 5% and Employer contributions 10%). The Association also operates an auto-enrolment pension scheme (Employee contributions 5% and Employer contributions 4%).
Notice Period	Four weeks
Professional Fees	One set of professional fees paid per annum
Learning & Development	We are committed to investing in our people to ensure that staff members within each department are able to contribute fully to the Association's objectives.
Additional Benefits	<ul style="list-style-type: none"> • The Association has a culture that promotes work life balance and is supportive of flexible working requests • Access to financial and legal advice • Access to mental health support • Access to discounted gym membership

The Selection Process

A summary of the selection process and key dates are as follows:

Application	<p>When submitting your completed application, please include the following documentation:</p> <ul style="list-style-type: none"> • Application Form • Equal Opportunities Monitoring Form <p>Please do not enclose your Curriculum Vitae (CV).</p> <p>When completed this form can be returned by e-mail to: vacancies@clydebank-ha.org.uk</p> <p>Or by post to: Private and Confidential Customer & Corporate Services Manager Clydebank Housing Association 77-83 Kilbowie Road Clydebank G81 1BL</p>
Closing Date	<p>Please note that the closing date/time for receipt of applications is:</p> <p>Monday 13th October 2025 at 12.00 noon.</p> <p>Please note that applications returned after this time will not be considered.</p>
Interview	<p>Interviews will take place week beginning Monday 20th October.</p>
Place of Interview	<p>Clydebank Housing Association Ltd main offices 77-83 Kilbowie Road Clydebank G81 1BL</p> <p>The Association has access to car parking</p>

Recruitment Charter

Clydebank Housing Association is committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

- You will be treated in a polite, helpful and friendly manner at all times.
- When you request a recruitment pack, it will be sent by the end of the next working day.
- Please send a stamped addressed envelope with your application if you would like an acknowledgement that we have received it. Emailed applications will be acknowledged by return.
- The information you provide will be treated in confidence and with discretion.
- We have Equality & Diversity and Equality & Diversity in Employment Policies which we commit to review annually. We are also committed to complying with all current anti-discrimination law, regulations and good practice.
- As part of our commitment to equal opportunities, we are a recognised Disability Confident Employer accredited by the Department of Work and Pensions.
- We will normally give you at least one week's notice of the interview and we ask that you promptly confirm your attendance or otherwise. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.
- The selection process will be conducted in a professional manner and we will provide you with sufficient information to enable you to make an informed choice regarding the position for which you have applied.
- If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within one week of the conclusion of the interviews.
- If you have been unsuccessful at interview, we will normally advise you in writing within two weeks.
- On request, we can give you constructive feedback on your interview.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Complaints procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.

Fair Processing Notice



March 2018

Fair Processing Notice

for Clydebank Housing Association Ltd
Job Applicants

How we use your information

Clydebank Housing Association is known as "Controller" of the personal data provided to us and is required to make sure all personal information is handled and kept carefully in line with General Data Protection Regulations (GDPR).

The information we collect from you will primarily be basic personal and contact details required to carry out our major functions as a social housing provider, however there are occasions where we are required to collect data of a more sensitive nature and this will be treated with the appropriate level of confidentiality.

We may collect the following personal information about you:

- Personal details: name, addresses, date of birth
- Contact details: home phone number, mobile phone number, and email address
- Further details: gender, ethnicity, disability, medical details, signature
- Employment: employment history, education history
- Employment application details: Asylum status, criminal record declaration

We may also record factual information whenever you contact us or use our services, as well as information about other action we take, so we have a record of what happened.

We need to know your personal data to provide you with the housing services you have engaged with to us to provide, and to communicate effectively with all data subjects as required by the Scottish Housing Regulator.

We will not collect any personal data from you that we do not need.

We need your personal information to allow us to be able to:

- Meeting our legal obligations including information we have to provide to regulators and statutory authorities
- Reply to enquiries and contact all customers when requires
- Process your job application

Sharing your information

All personal data we process is processed by our staff in the UK. We sometimes need to share personal information with other organisations, however where this is necessary, we are required to comply with all aspects of the GDPR. Even when this is required, we only share data within the European Union (EU). We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

We are also required to share information with statutory bodies governing finance and housing industries, for auditing and inspection purposes. However this will be restricted to the actual information required from the association and will mainly be viewed within the association, with strict permission set on our electronic file system to ensure use is controlled. We will also encrypt and limit the content of any files that do have to be sent either electronically or otherwise.

Contractors and suppliers

We may share your personal information with our suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensure we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following organisations:

- Printing and mail distribution
- Document storage and archive scanning

Special category data

There are certain occasions where it will be necessary to perform our functions as a social housing landlord for us to share information containing special categories of data. Currently we would only ever share the following two types of this more sensitive information:

- Medical details: Shared with doctors in order for us to have individual housing situation and need professionally assessed.
- Racial or ethnic origin: Shared with statutory bodies and reported on as a statistical breakdown of housing or job applicants only, not including any actual personal data

Third party access

Any third party who Clydebank Housing Association gives access to our electronic files is therefore called a Data Processor because they are processing data on behalf of the Association. Although the Data Controller and Data Processor are two separate entities, we are required to ensure all third party access is given in compliance with all GDPR principles, and to this affect will have a third party access agreement in place.

The following organisations may be given controlled access to our electronic network for reasons of security, maintenance, or any specific purposes outlined in their third party agreement:

- IT maintenance/support contractors
- Specialist housing software providers
- User and file system auditing software provider

clydebank-ha.org.uk 0141 941 1044 @clydebankha



Power of Attorney

If you wish anyone to deal with your affairs on your behalf please find specific consent form for this on our website or request this from the office. This allows you to request a named person permission to discuss specific or all of your personal data with the Association as required.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller's identity, or check that we have your approval to deal with them.

Violent or abusive behaviour

If you are violent or abusive to Clydebank Housing Association staff, customers or other residents, we may decide to place a "warning marker" on your customer record in order to protect Clydebank Housing Association colleagues.

If we do this, we will write and tell you why and you will have the right to appeal against our decision as per our Unacceptable Behaviour Policy. We will share this information with our partners, for example our contractors or the Fire Service in order to protect their colleagues too.

How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access.

Unless you pay our bills using direct debit we will not usually retain your payment details. Whoever pays your bills will have to give us the payment card details each time they make a payment.

If we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure location and are password protected, with unusual and unauthorised access monitored by specialist

auditing software and our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information will be kept in locked drawers, cabinets or rooms.

Our computer systems are located in our offices in Clydebank but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed. More information on the document retention schedule adopted by the association can be found in the Nation Housing Federation's most recent guide to document retention available online at www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations.

Your rights

If at any point you believe the information we hold is incorrect you may request to see it, have it corrected or deleted. You are entitled to request a copy of any personal data we hold of yours.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Data Protection Officer who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office.

Our Data Protection officer can be contacted at dataprotection@clydebank-ha.org.uk. A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at <http://clydebank-ha.org.uk/data-protection> or by request from our office.

Clydebank Housing Association Ltd
77-83 Kilbowie Road
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Fax 0141 941 3448 www.clydebank-ha.org.uk



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