

**Office use only**

Date received:

Ref:

“***Offering our community more than a home”***

**IN CONFIDENCE**

**PLEASE COMPLETE ALL SECTIONS**

**CVs will not be accepted.**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration. All answers given should be relevant to the post you are applying for.

The information provided within your application form will be processed in accordance with up-to-date Data Protection legislation. Fair Processing Notice for job applicants can be found within the application pack. Please note that the first two pages and The Equal Opportunities monitoring form **will not** be shown to the shortlisting panel. The Equal Opportunities monitoring form will be removed for monitoring purposes before shortlisting by an administrator (non-panel member) and will not affect the consideration of your application.

**Post Applied For: Clerical Officer – Housing Management (Full Time)**

**Closing date for receipt of applications is: Monday 13th October 2025 at 12 noon.**

**.**

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

***Personal Information***

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

***Assistance for people with disabilities***

|  |
| --- |
| We are committed to being an Equal Opportunities Employer and do not discriminate in any way.  If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt, for you, if you are called to interview? Please give details below.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

***Referees***

|  |  |
| --- | --- |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. We do not accept references from family members.  **Referees will not be approached prior to a conditional offer being accepted.** | |
| Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No: | Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No: |

***Asylum & Immigration Act 2006***

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

**Do you currently have the right to work and live in the EU?** **YES/NO** (please delete as appropriate)

***Declaration***

I understand that the information I have provided will be treated as confidential. The information I have provided is covered by up-to-date Data Protection legislation and it will be processed as per the Fair Processing Notice for Job Applicants provided within the Job Application pack.

I understand that the data collected on this form being used for the purposes of recruitment and selection.

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

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

Post Applied For: Clerical Officer – Housing Services (Full Time)

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***Secondary Education (please list subjects passed)***

|  |  |  |  |
| --- | --- | --- | --- |
| SCQF Level 5 e.g. National Award  or equivalent | Grade | SCQF Level 6  e.g. Higher Grade  or Equivalent | Grade |
|  |  |  |  |

***Further Education***

|  |  |  |
| --- | --- | --- |
| University or Further Education Establishment | Course(s) &  Subjects Studied | SCQF Level 8/+  e.g. Degrees, Diplomas, Certificates or Equivalent Obtained |
|  |  |  |

***Professional Qualifications***

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

***Training Courses***

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

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

***Computer Skills (please detail your experience)***

|  |
| --- |
|  |

***Present or Most Recent Employment***

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

***Employment History (list in order with most recent post first)***

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

*Please continue on a separate sheet if necessary.*

**Post Specific Questions**

Important Information – Please read in full BEFORE completing this section!

Clydebank Housing Association wishes to compare your experience, skills and knowledge with its requirements. You should therefore try to show in the following part of the form how you satisfy these.

All answers given must be full and relevant to the post applied for, and any relevant examples should be given.  Please do not simply make a statement, e.g. ‘I have this’ or ‘I meet this’. Do not feel constrained by the text box size, it can be expanded by you as required in MS Word.  For any transferrable skills, please detail how they match the requirements of the post applied for.

|  |  |
| --- | --- |
| Experience | |
| **Essential criteria** | |
| * Have at least 6 months experience of working in a busy and customer focused environment |  |
| * Have at least 6 months’ continuous experience in delivering services directly to customers |  |
| **Desirable criteria** | |
| * Experience of delivering housing services to customers |  |
| * Experience of working for a Housing Association, a Local Authority, or similar |  |
| Skills and Abilities | |
| **Essential criteria** | |
| * Excellent 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 |  |
| **Desirable criteria** | |
| * Experience of using a Housing Management Software package |  |
| Qualifications and Knowledge | |
| **Essential criteria** | |
| * Basic educational qualifications, e.g. Standard Grade/Nat 5 or equivalent, including English and Mathematics |  |
| **Desirable criteria** | |
| * Knowledge of the services provided by CHA and the local area covered by our service |  |
| Personal Qualities | |
| **Essential criteria** | |
| * Be approachable and enthusiastic |  |
| * Be patient and empathetic |  |
| * Be self-motivated and able to work on own initiative |  |
| * Have a strong work ethic |  |
| * Have an eye for detail, be thorough and accurate |  |
| * Have a strong desire to self-improve through training opportunities |  |
| Please provide any other relevant information you feel may be relevant to your application not covered elsewhere on this form: | |

***Relationship to Staff Members***

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

***Relationship to Committee Members***

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

***Canvassing***

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

***Confirmation of Qualifications***

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

***Advertisement Source***

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**When completed this form can be returned by e-mail to:** [**vacancies@clydebank-ha.org.uk**](mailto:vacancies@clydebank-ha.org.uk)

Or by post to:  
**Private and Confidential**

**Customer & Corporate Services Manager**

**Clydebank Housing Association  
77-83 Kilbowie Road  
Clydebank G81 1BL**

*(Please affix the required postage for weight/size of envelope if returning by post)*

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

**Please note that the closing date/time for receipt of applications is:**

**Monday 13th October 2025 at 12 noon.**