

**IN CONFIDENCE**

**PLEASE COMPLETE ALL SECTIONS**

NAME: ……………………………………………………………………….

POST APPLIED FOR: **Customer Services Assistant**

Please complete all sections of this form in full. Incomplete applications will not be forwarded for shortlisting. You must return your completed application by the closing date of **Friday 4 April 2025 to the email address below**. **Applications received after the closing date will not be accepted. Please do not include a Curriculum Vitaes (CV) as these will not be used in the recruitment selection process.**

**For information on how we process your personal data, please find enclosed as a separate document our Staff and Applicant Privacy Notice.**

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| **Position Applied for:** | **Part time Customer Services Assistant** EVH Grade 3 £24,675 pro rata |
| **Closing Date for Post:** | **Friday 4 April 2025** |
| **Please return completed applications to:**  |
| **By email to:****By post to:** | emma@cathcartha.co.uk Emma ConnellyCorporate Services OfficerCathcart & District Housing Association Ltd3-5 Rhannan RoadCathcart, Glasgow G44 3AZ |
| **SECTION 1: PERSONAL DETAILS** |
| **Surname:** |  | **Forename or initial:** |  |
| **Address:** |  |
| **Postcode** |  |
| **Home Telephone No:** |  | **Mobile No:** |  |
| **Work Telephone No:** |  | **Email:** |  |
| **May we contact you at work, if you currently have a day job?** | [ ]  Yes | [ ]  No |
| **Do you hold a full current driving licence?** **If yes, we may ask you for permission to carry out checks with the DVLA.**  | [ ]  Yes | [ ]  No |
| **If shortlisted for interview, are there any restrictions on when you can attend for interview?** | [ ]  Yes | [ ]  No |
| **If yes, please specify:** |

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| **SECTION 2: EDUCATION, EXPERIENCE AND QUALIFICATIONS** |
| **Please provide details of your education and qualifications obtained, starting with your most recent first. You will be required to provide proof of qualifications if selected for interview. If you have had a break in your educational history, please give details. Continue on an additional sheet if required.**  |
| **National 5/O grade or equivalent** | **Pass / Band** | **Higher or Advanced Higher Grade Equivalent** | **Pass / Band** |
|  |  |  |  |
| **Further Education** |
| **University or Further Education Establishment** | **Course(s) Dates and Subjects studied** | **Degrees, Diplomas, Certificates obtained** |
|  |  |  |
| **Professional Qualifications/Additional Qualifications/Training Completed/Working Towards** |
| **Name of Awarding Body** | **Qualifications obtained, Membership of Professional Institution etc.** |
|  |  |
| **Most Recent Work Experience (including part time and voluntary work)** |
| **Please tell us about your present or most recent employment.** |
| **Post Held:** |  |
| **Name of Employer:** |  |
| **Address:** |  |
| **Employment Start Date:** |  | **Salary / Wage:** |  |
| **Employment End Date:** |  | **Hours of Work:** |  |
| **Notice Required:** |  | **Reason for Leaving:** | (not applicable) |
| **Role Purpose/Summary of main duties and responsibilities:** |
| **Employment History** |
| **Previous employment (Start with your most recent employment and work down the page. If a job supports the position applied for, please say more about it in your Application Support Statement.** |
| **Post Held:** |  |
| **Name of Employer:** |  |
| **Address:** |  |
| **Employment Start Date:** |  | **Salary/Wage:** |  |
| **Employment End Date:** |  | **Hours of Work** |  |
| **Notice Required:** |  | **Reason for Leaving:** |  |
| **Summary of main duties and responsibilities:** |
| **Post Held:** |  |
| **Name of Employer:** |  |
| **Address:** |  |
| **Employment Start Date:** |  | **Salary/Wage:** |  |
| **Employment End Date:** |  | **Hours of Work** |  |
| **Notice Required:** |  | **Reason for Leaving:** |  |
| **Summary of main duties and responsibilities:** |
| **Post Held:** |  |
| **Name of Employer:** |  |
| **Address:** |  |
| **Employment Start Date:** |  | **Salary/Wage:** |  |
| **Employment End Date:** |  | **Hours of Work** |  |
| **Notice Required:** |  | **Reason for Leaving:** |  |
| **Summary of main duties and responsibilities:** |
| **Post Held:** |  |
| **Name of Employer:** |  |
| **Address:** |  |
| **Employment Start Date:** |  | **Salary/Wage:** |  |
| **Employment End Date:** |  | **Hours of Work** |  |
| **Notice Required:** |  | **Reason for Leaving:** |  |
| **Summary of main duties and responsibilities:** |
| **Post Held:** |  |
| **Name of Employer:** |  |
| **Address:** |  |
| **Employment Start Date:** |  | **Salary/Wage:** |  |
| **Employment End Date:** |  | **Hours of Work** |  |
| **Notice Required:** |  | **Reason for Leaving:** |  |
| **Summary of main duties and responsibilities:** |

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| **SECTION 3: FURTHER INFORMATION IN SUPPORT OF YOUR APPLICATION** |
| **Statement in Support of Application –** please tell us your personal qualities, skills and attributes, experience and any major achievements.  |
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| **STATEMENT IN SUPPORT OF APPLICATION**  |
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| **SECTION 4: PERSON SPECIFICATION**  |
| **Please write in the expandable boxes below to demonstrate your experience against each criterion. This area of the form will be scored against the person specification and will form the main criteria for selection for interview. Failure to complete this section will result in your application form not being processed.**  |
| **Personal Competency** | **Detail** |  **Answer** | **score** |

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| Qualifications | 1a | Good standard of education passes at Higher grade | 1 |  |  |
| 1b | SVQ qualification or similar qualification | 2 |  |  |
| Skills/Knowledge | 2a | Excellent organisational skills  | 1 |  |  |
| 2b | Ability to work with customers and external agencies to resolve problems | 1 |  |  |
| 2c | Computer literate - Microsoft packages | 1 |  |  |
| 2d | Working knowledge of Microsoft 365 | 2 |  |  |
| Experience | 3a | Relevant administration experience | 1 |  |  |
| 3b | Experience of working with the general public | 1 |  |  |
| 3c | Experience of processing requests for repairs or a similar process in another discipline | 1 |  |  |
| 3d | Track record of assisting customers with any issues to achieve favourable outcomes | 1 |  |  |
| Personal Qualities | 4a | An understanding of the need for good teamwork | 1 |  |  |
| 4b | Ability to organise and prioritise work and to meet strict deadlines | 1 |  |  |
| 4c | An understanding of the need for meticulous record keeping | 1 |  |  |
| Other | 5a | Visible, approachable and able to relate to persons with personal issues in order to guide them to a good outcome  | 1 |  |  |
| 5b | Ability to problem solve with minimum supervision | 1 |  |  |
| 5c | Able to communicate well both verbally with members of your team and written skills including report writing, and presentation to senior officers | 1 |  |  |

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| **SECTION 5: REFEREES** |
| **Your referees will include your present (or most recent) employer. Please identify below the person in your organisation who is authorised to confirm your employment and the details given in your application. Please identify a second referee who may have closer knowledge of your skills, knowledge and abilities and who may offer opinion on your suitability for this post. You should not use family members or friends. Note that references will only be taken up for Preferred Candidates following interview.** |
| **Name:** |  | **Name:** |  |
| **Position:** |  | **Position:** |  |
| **Company:** |  | **Company:** |  |
| **Address:** |  | **Address:** |  |
| **Telephone No:** |  | **Telephone No:** |  |
| **Mobile** **No:** |  | **Mobile** **No:** |  |
| **Email:** |  | **Email:** |  |
| **Type of Referee:** | **Academic** [ ] **Work** [ ] **Character** [ ] **Other** [ ]  | **Type of Referee:** | **Academic** [ ] **Work** [ ] **Character** [ ] **Other** [ ]  |

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| **SECTION 6: DECLARATIONS** |
| **DECLARATION OF INTEREST** |
| Are you related to / know any existing or former Cathcart & District Housing Association Committee Members or staff? | [ ]  Yes | [ ]  No |
| If yes, please give the name of the person and relationship:Declaration will not necessarily debar an applicant but is required to tie in with the requirements of our Code of Conduct for Staff and will be dealt with in confidence. |
| **REHABILITATION OF OFFENDERS ACT 1974** |
| **Criminal Convictions/Cautions**The Rehabilitation of Offenders Act 1974 provides for many people who have been convicted of/cautioned over certain criminal offences the opportunity to have no need to refer to these convictions/cautions or the circumstances relating to them in the course of their daily lives. Certain convictions/cautions can, therefore, be regarded as “spent” after the lapse of a period of years under the terms of the Act. Cathcart & District Housing Association is exempt from the 1974 Rehabilitation of Offenders Act (Exclusions and Exception) (Scotland) Order 2003. This means that unless stated in the job description, person specification or application pack, you must tell us about any previous convictions either classed as ‘spent’ or ‘unspent’. This means that all previous convictions/cautions must be declared. If you are offered employment, any failure to disclose such convictions/cautions could result in dismissal or disciplinary action. Any information given, however, will be completely confidential and will be considered only in relation to the post for which this application refers. **(Please mark the appropriate box below)** |
| I declare that I have: | [ ]  No previous convictions.[ ]  Previous convictions – details of which are: |
| If previous convictions, please provide details: |
| **IMMIGRATION, ASYLUM AND IMMIGRATION ACT 2006** |
| Cathcart & District Housing Association has a legal obligation to ensure that it does not employ any worker who does not have the right to work in the UK. We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. If you are successful in obtaining employment within Cathcart & District Housing Association you will be required to provide evidence of your entitlement to work in the United Kingdom. |
| **Working in the UK: The reason for these questions is our need to determine whether permission to work in the UK is required. Please mark an x in the appropriate box below.** |
| Do you hold a British or European Economic Area passport? (If your answer is yes, you do not need to answer the following question). | [ ]  Yes | [ ]  No |
| Do you require a work permit to work in the UK? | [ ]  Yes | [ ]  No |
| **DISABILITY** |
| Cathcart & District Housing Association is committed to the employment and career development of disabled people. The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment, which has a substantial and adverse long-term effect on their ability to carry out normal day-to-day activities.  |
| Please specify any special requirements you require if chosen for interview. |
| **DECLARATION** |
| The information provided by you on this form and any supplementary forms will be used to assist with the process of recruitment in accordance with Cathcart & District Housing Association’s Recruitment and Selection Policy.**Declaration:**Please read the following points and sign below when you have completed your form:* I have completed this application form and the details I have supplied are, to the best of my knowledge, true and complete and I have not withheld any relevant information.
* I authorise you to obtain references to support this application if I am identified as a preferred candidate.
* I understand that details of educational qualifications, membership of professional bodies and referee reports may be verified through the establishments and individuals I have indicated.
* I understand that if I have made any false statements or omitted information, I am liable to have my application rejected, or if appointed, liable to disciplinary action which may result in dismissal on the grounds of dishonesty.
* I declare that I have no previous convictions or have identified any I have above.
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| **Signed:** | **Date:** |
| **Print Name:** |

We appreciate the time taken to complete this application form and we thank you for your interest in Cathcart & District Housing Association. Please ensure you submit your application to Emma@cathcartha.co.uk, hand in or post marked F.A.O Emma Connelly, Corporate Services Officer, Cathcart & District Housing Association, 3-5 Rhannan Road, Cathcart, Glasgow, G44 3AZ.

The closing date for applications is **Friday 4 April 2025**. Interviews will be held on **Thursday 17 April 2025**.Late applications will not be accepted.

We will contact those being selected for interview by email or telephone.