# cairncol

# POST: Part-time Court Coordinator, Royal Scot Court, Bathgate

**INFORMATION FOR APPLICANTS**

#### ABOUT CAIRN HOUSING ASSOCIATION

Our mission is to provide good quality affordable homes and services in communities where people want to live.

We are here for our tenants and other service uses and to help meet the housing and wider needs of local communities where we work.

Our Head Office is in Edinburgh and we also have offices in Bellshill and Inverness. As well as service access points in Caithness. We have 264 full and part-time staff.

We are regulated by the Scottish Housing Regulator. We work in partnership with the Scottish Government and Councils across Scotland.

The Board of Management is our governing body, whose role is to provide strategic direction for the organisation, with advice and professional support from the Chief Executive, Directors and other senior officers. The Board is made up of individuals, including tenants, with a wide range of professional and other skills and experience.

Establish in 1976, we are a not-for-profit organisation with charitable status and governed by the legislation and regulatory standards required of Registered Social Landlords.

Cairn manages 3,500 homes across Scotland and we operate in 24 local authorities. We have a range of partnerships with councils and voluntary agencies, providing a range of housing and support services.

Our properties include:-

**General Needs** **Housing** is provided for single people, couples and families in a wide range of developments throughout Scotland.

**Retirement /Amenity Housing** is mainly for people aged 50 or over; or who have a medical need or physical disability, which requires the provison of amenity standard accommodation.

# Sheltered Housing is provided for retired people aged 60 or over whom, while able to live independently in their homes, benefit from support and emergency call services.

# Extra Care Housing is provided for older people who are less independent and who benefit from a higher level of staff support together with an emergency call service.

#### ABOUT THE CUSTOMER SERVICES DEPARTMENT

The Director of Customer Services is responsible for a department delivering housing management, housing repairs, housing support and care services. Services to our tenants and residents throughout 22 local authority areas via our area office network and locally based staff in its 25 sheltered/retirement housing developments, 2 Care Homes, 5 Very Sheltered Houses and an Extra Care Service. In delivering these high quality services the Customer Services department works in close liaison with other departments within Cairn HA.

#### ABOUT THE SOUTH AREA TEAM

Based in Bellshill, all staff within the South Area team are managed on a day-to-day basis by the Head of Service South.

#### Customer Services

Two Service Managers, 6 Housing Officers, 3 Maintenance Officers, 1 Benefits Advisor, 3 Housing Services Assistants. Within Cairn Connect there is 1 Customer Services Manager, 1 Senior Customer Services Advisor, 7 Customer Services Advisors.

Cairn HA’s Customer Services team in the South is responsible for the management and maintenance of a significant number of Association tenanciesdispersed throughout Central and South of Scotland.

In the South Area there are 13 Retirement Housing Developments, 5 Sheltered and 1 Supported Housing scheme.

#### ABOUT THE JOB

The main duties of the post include:

* To ensure the smooth running of the Court
* To provide a housing service to Court tenants and applicants who wish to reside at the Court

Please also see the enclosed job description.

#### ABOUT OUR TERMS AND CONDITIONS OF EMPLOYMENT

#### Contract Duration.

This is a fixed term position to provide cover during Maternity leave, therefore the contract shall not exceed 21 October 2016.

#### Salary

The salary for this post is £8,960 to £11,200 per annum. Salaries are subject to review each 1 April, following full four months employment.

#### Hours of Work

17.5 hours per week.

The Association may require you to perform a reasonable amount of work out-with your normal hours of work, depending on the needs of the business. You are not entitled to receive payment for this work, but if significant additional hours are required, time off in lieu may be granted at the Association’s discretion.

#### Annual Leave

Pro – rata of full time equivalent of 26 days per annum (based on a 5 day week).

#### Public Holidays

6 days public holidays, 2 of which are taken at Easter with the remaining taken over Christmas and New Year.

**Training and Development**

The Association is fully committed to ongoing development for all employees.

#### Travel and Subsistence

Should you be required to travel on Association business, travelling and subsistence expenses will be paid at the approved Association rates.

#### Smoking

Cairn Housing Association operates a No Smoking policy.

#### Healthcare

Employees have access to health screening once every two years.

**ABOUT OUR APPLICATION PROCESS**

#### General

Please do not enclose your C.V. We need information from all applicants to be presented in a consistent format as shortlisting decisions will be based on the information you provide in the application form. It is therefore important that you complete all sections of the form as fully as possible. If you require more space than the form allows, please continue on a separate sheet. Your application form will be photocopied so please complete it in black ink or typeface.

#### Relatives of Association Staff/Board Members

We ask if you are related to employees or Board members as Housing Associations are legally required to identify and record this information to prevent any suspicion of favoritism. Being related to staff or Board members does not prevent you from being employed with us, but failure to disclose such a relationship may do so. Details should include the nature of relationship e.g. niece or husband, and the name of the employee or Board member. If in doubt, please ask.

#### References

Please supply names and contact details of two people who can comment on your suitability for the post. One of these must be your current employer (or, if you are unemployed, your last employer). Referees should not be close relatives, friends or partners. References will not be taken up until after interview.

#### Qualifications

Under the heading of University/College/Other, please also include qualifications gained through other forms of learning such as correspondence, open or distance.

Please do not enclose copies of qualification certificates with your application. If you are invited to interview you will be asked to bring evidence of your highest relevant qualifications with you.

#### Other Relevant Training

Use this space to tell us about any other relevant training you have undertaken, which has not led to a recognised qualification but which is relevant to the post you are applying for.

#### Present/Most Recent Employment

If you have been with your current or last employer for a number of years and have held different posts during that time, please clarify this. If any of the earlier posts held were more relevant to the post you are applying for, please ensure that you tell us about them.

#### Statement in Support of Application

Please provide us with any additional information which helps to show how you meet the requirements of the post. Include experience gained through voluntary work, if relevant.

#### Disclosure Scotland – Standard

The successful candidate will be subject to a criminal conviction check through Disclosure Scotland, the cost of which will be met by the Association.

#### Asylum and Immigration Act 1996

In order to comply with the Asylum and Immigration Act 1996 the Association has to satisfy itself that you are legally able to work in the U.K. If you are invited to interview you will be asked to bring appropriate documentation with you e.g. passport, birth certificate, P60.

#### Equal Opportunities

We strive to be an equal opportunities employer and we welcome applications from people irrespective of their sex, religion or belief, nationality, ethnic origin disability or sexual orientation.



**Our Commitment To Applicants With Disabilities**

As a ‘Positive About Disabled People’ Symbol user, Cairn Housing Association is committed to a positive approach to persons who consider themselves to have a disability under the legislation and undertakes to fulfil various disability commitments outlined by Jobcentre Plus to those persons.

The Disability Discrimination Act (DDA) 1995 defines a disability as:

* A physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities

One of our commitments relates to guaranteeing an interview to all disabled applicants who meet the *minimum criteria* for the job.

In relation to the DDA 1995, we ask all job applicants to complete the section on the application form regarding whether you consider yourself to have a disability and, if you do, whether you wish to take advantage of a guaranteed interview if you meet all the essential criteria as outlined in the person specification. However, there is no requirement to complete this form.

Should you have any queries regarding this please contact our Human Resources Department.

#### Returning Your Completed Application Form

Completed application forms must be returned to us at the address below by the closing date of 10 April 2015.Please mark your envelope “confidential” for the attention of Human Resources. **Postage - please ensure that you pay the correct postage cost, otherwise your application may miss the deadline.**

It is anticipated that interviews will take place for this position week commencing 8th February 2016.

If you have any queries about your application, or the recruitment process in general, please contact the HR Department on 0131 556 4415.

Cairn Housing Association,

Citypoint,

65 Haymarket Terrace

Edinburgh

EH12 5HD

Email: recruitment@cairnha.com

Web site: [www.cairnha.com](http://www.cairnha.com)