



Customer Services Assistant

Recruitment Pack



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Welcome

We are looking to recruit to the post of Customer Services Assistant based within the Housing & Customer Services team at the Association. This is an opportunity to be a part of our team who are passionate about their work, proud of the difference they make, and united by a shared commitment to our tenants and the wider Orkney community.



The Association play a vital role in the local community, providing warm, well maintained, affordable homes to our tenants and excellent customer services to those who are on the pathway to finding accommodation and for those we have rehoused and supported during their tenancies.

The Customer Services Assistant is a front facing role with responsibility for tasks including dealing with enquiries from applicants and tenants at first point of contact, assessing housing application forms, updating records and maintaining housing systems, recording reports of repairs and providing general administrative support.

It is an excellent opportunity to learn and develop transferrable skills in an office environment.

We are looking for someone who is enthusiastic, willing to learn and is motivated to work individually, in a team and the wider organisation to help meet the Association's objectives. In return, we aim to provide ongoing support, training and opportunities to develop your skills.

If after reading the information contained in this pack, you are interested in finding out more and feel you could make a positive impact on our organisation, we would love to hear from you. If you would like an informal discussion before applying please get in touch.

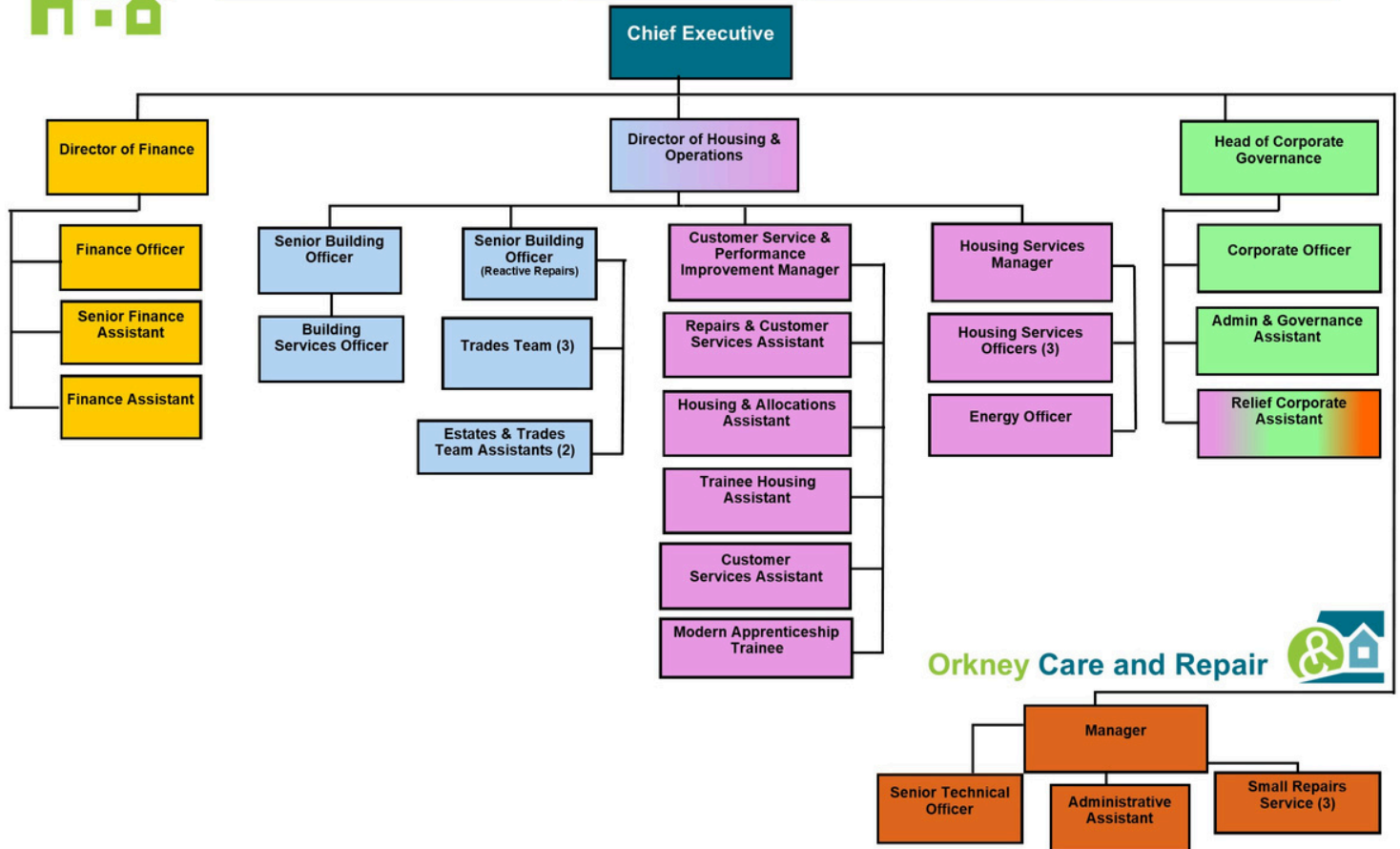
Alan Sim

Customer Services & Performance Improvement Manager

Organisation Chart



Orkney Housing Association



August 2025



Our Mission

Across the Association there is a real shared understanding of, and commitment to, what we are here to do:

“We will provide good quality affordable homes and services for the benefit of the people and community of Orkney.”

Our Corporate Outcomes

**A Great Place to Work
Great Customer Service
Contributing to a Safe & Sustainable Community**

Our Values

We are very much embedded within the Orkney community, and much of our approach to how we do business reflects our historic approach within the community. Our “5 I’s” are the principles we live by:

Impact: We deliver homes and services which meet the needs of, and have a positive impact on, our customers and the community.

Involve: We involve staff, tenants and stakeholders, listening to them and ensure their input is valued and considered.

Intent: We are clear what we are doing, and communicate effectively with our customers and our community, so that we each understand expectations.

Integrity: We act with the highest standards of integrity and respect, working within the Regulatory Standards.

Improve: We seek out and take opportunities to improve, through training, efficiencies, benchmarking, sharing and learning.

Our Vision

By doing all of this, we believe that we will deliver our long-term Vision that we will be:

“Recognised across the country as a leading housing association that provides quality affordable housing”

Role Details

Customer Services Assistant

Salary:	£26,136 to £31,656 (includes annual Distant Islands Allowance, currently £2,532)
Contract:	Permanent; Full-Time
Hours:	35 Hours per week
Reporting to:	Customer Services & Performance Improvement Manager

- Place of work: 39a Victoria Street, Kirkwall, KW15 IDN
- Core hours are 9am-5pm, Monday to Friday, though we operate a Flexitime Policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 25 annual and 15 (fixed) public holidays.
- Salaries are paid monthly in arrears by bank credit transfer on the 28th of each month (or earlier if the 28th falls on a weekend or public holiday).
- All appointments are subject to a 6 month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- Your notice period is 4 weeks.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

JOB DESCRIPTION

Statement:

You will work in a way that shows genuine commitment to providing a great quality of service for people accessing our services. This will mean demonstrating by word, action and measurement, that the views and opinions of customers are taken into account in all aspects of service delivered by you, or by those whom you manage. You will also contribute actively to the Association's "one business" approach to working with colleagues in different parts of the organisation.

Objectives:

- To provide an efficient and courteous service to all Association customers.
- To display customer focused attitudes and behaviours.
- To provide a supporting administrative role within the Housing & Customer Services Team.

Reporting to:

- Customer Services & Performance Improvement Manager

Responsibilities:

- Provide the first point of contact for all customers in a friendly, courteous and efficient manner.
- Ensure an excellent standard of service in line with Orkney Housing Association (OHA) Customer Charter.
- Ensure customers enquiries are successfully dealt with at the first point of contact or passed to the relevant person as efficiently as possible.
- Provide assistance in general office duties to the Housing & Customer Services Team.
- Maintain and manage digital and physical document filing systems within the Housing & Customer Services Team.
- Clarify to residents the Association's responsibilities regarding repairs.
- Provide a fair and consistent approach in respect of repairs.

Key Tasks:

- Assist other members of the team when required with administrative tasks.
- Ensure digital and physical filing is done accurately and regularly.
- Assist the Housing and Allocations Assistant (HAA) with the administration of medical application priority.
- Process housing and medical applications.
- Process repairs requests and assist in raising works orders.
- Process payments from customers.
- Process and amend new and existing direct debit instructions for Association service users.
- Record and log all expressions of interest in vacant properties in a timely manner.
- Ensure customer contact records are updated in a timely manner.

- Assist in the maintenance of the housing lists; including assessment of applications, acknowledging and recording changes.
- Undertake Applicant Rolling Review and ensure applicant records are kept up to date.
- Update and maintain Housing and Customer Services reports as required.
- Encourage, support and develop customer engagement.
- Generate quarterly waiting list reports.
- Work with the Customer Service & Performance Improvement Manager and Director of Housing & Operations to agree and deliver the standards that the Housing & Customer Services must meet.

Other Duties:

- Any other duties consistent with the post as required by the Customer Services & Performance Improvement Manager or Director of Housing & Operations.

Authorities:

- Responsibility for procurement and other authorities in line with the Procurement Policy and Scheme of Delegations.

Specific Conditions of Post:

- Compliance with the Data Protection Act (2018) & UK GDPR.

Working Conditions:

Hours of Work:	1. Office based with occasional out of office hours work as required. 2. 9am - 5pm (1 hours lunch break 1pm - 2pm).
Place of Work:	Association's office.

PERSON SPECIFICATION

Post Title: Customer Services Assistant

Criteria	Essential	Desirable
Skills & Abilities		
• Ability to work as part of a team.	✓	
• Ability to work on own initiative.	✓	
• Articulate and numerate.	✓	
• Good communication and organisational skills.	✓	
• Computer literate in various software packages, such as Microsoft Office.	✓	
Experience		
• Customer services.	✓	
• Payment processing.	✓	
• Creating and maintaining digital and physical filing systems.	✓	
• Working in an office environment as part of a team.	✓	
• Working in small rural communities.	✓	
• Housing provision or similar public service.		✓
• Working with vulnerable groups.		✓

Knowledge		
• Understanding and awareness of confidentiality	✓	
• Housing procedures and good practice		✓
Training & Education		
• Educated to Higher grade (or equivalent)	✓	
• Other relevant qualification or training record.	✓	
Other Requirements		
• Able to work well under pressure and to deadlines.	✓	
• Caring and non-judgemental.	✓	
• Well motivated.	✓	
• Pleasant and courteous manner.	✓	
• Able to contribute to problem solving and generate ideas.		✓

How we use your personal information:

Orkney Housing Association is known as a "Controller" of the personal data provided to us and is registered with the Office of the Information Commissioner (Z4942508). We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the UK GDPR and Data Protection Act 2018 (the 2018 Act), together with any domestic laws subsequently enacted.

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.

If you have any questions relating to this notice and our privacy practices you should contact our Head of Corporate Governance, who is the central point of contact for GDPR purposes, by email dataprotection@ohal.org.uk or by calling the office on 01856 875253.

The personal information we may collect about you includes:

- Personal Details: name, addresses and date of birth;
- Contact Details: home phone number, mobile number, and email address;
- Further Details: NI number, gender, ethnicity, disability, age range, signature;
- Employment and Education history;
- Employment Application Details: asylum status, criminal record declaration, potential conflicts of interests, professional qualifications and memberships.

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

We need your personal information to:

- Meet our legal and statutory obligations including information we have to provide to regulators and statutory authorities;
- Reach and communicate a recruitment decision and produce an offer of employment where appropriate.

Sharing of 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 UK GDPR. Even when this is required, we only share data within the UK. We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

In the event of an offer being made we will request references from your named referees and will not share your personal information.

We are required to share information with statutory bodies governing finance and housing sectors or for auditing and inspection purposes. However, this will be restricted to the actual information required and will mainly be viewed within the Association's office, 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.

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 the only sensitive

information we share is ethnic origin, disability, gender and age range which is reported as a statistical breakdown of job applicants only, not including any actual personal data.

Third Party Access:

Any 3rd party who the Association gives access to our electronic files is called a Data Processor as they are processing data on our behalf. Although the Data Controller and Data Processor are two separate entities, we are required to ensure all 3rd party access is given in compliance with all UK GDPR principles, and to this affect will have a 3rd party access agreement in place. Only IT maintenance/support contractors, and auditors are given controlled access to our electronic network for reasons of security, maintenance, or any specific purposes outlined in their 3rd party agreement.

Storage of Your Personal Information:

The Association is committed to holding your personal information securely. This means only those staff that need to see it have access.

Where 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 locations and are password protected. Electronic files kept on the 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 are kept in locked drawers, cabinets or rooms. Our computer systems are located at our offices in Victoria Street. We occasionally may use computers or laptops offsite, however these are at all times 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 securely.

Your Rights:

You are entitled to request a copy of any personal data we hold of yours. If any of the information we hold is incorrect you may request to have it corrected or deleted. 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 Head of Corporate Governance 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:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF Telephone – 0303 123 1113

Should an offer of employment be made a copy of the Employee Fair Processing Notice will be provided.

How to apply

To apply for this post, please complete the application form, which can be downloaded from our website, www.ohal.org.uk and return to recruitment@ohal.org.uk.

For a confidential discussion regarding the role, please contact Alan Sim, Customer Services & Performance Improvement Manager, on 01856 875253 ext 505 or email alan.sim@ohal.org.uk.

Closing date for applications is 5pm on Tuesday, 30 September 2025.

Following this, shortlisted candidates will be contacted and invited to attend an in-person interview, to be held during the week commencing 6th October 2025.

If you are invited to attend an interview, you must provide proof of your eligibility to work in the UK, original qualification certificates and an original document which states your National Insurance number, for example P45, P60 or payslip.

Equal Opportunities Monitoring: If you wish to assist us in achieving a diverse workforce, and advertising our vacancies appropriately, please complete the Equal Opportunity Monitoring Form, which can be downloaded from our website, and return to recruitment@ohal.org.uk. If you do not wish to complete the form, this will have no bearing on any selection decisions.

Thank you and good luck with your application.



*Orkney Housing Association is committed to Equal Opportunities in Employment.
Scottish Charity No: SC031734*

www.ohal.org.uk