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| CUSTOMER SERVICES ASSISTANT (pART-tIME)  Recruitment Pack  Closing Date: Monday 14TH July 2025 at 12 noon  Interviews: Monday 28th July 2025 |
| Bridgewater Housing Association Limited India of Inchinnan, Greenock Road  Inchinnan, Renfrew PA4 9LH  0141 812 2237  recruitment@bridgewaterha.org.uk |





Thank you for expressing your interest in the part time Customer Services Assistant role at Bridgewater Housing Association. This information pack provides an overview of our organisation, outlines the key skills and experience we are looking for in the successful candidate, and details the application process.

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# About Us

Bridgewater Housing Association is a well-respected organisation within the social housing sector, providing housing and a range of services across Renfrewshire. We were established in 1998 as a result of a stock transfer from Scottish Homes. We continue to demonstrate strong performance as a Community Anchor Organisation providing, high quality, affordable housing and services to our tenants and customers in Erskine and beyond.

Bridgewater is well connected in the sector, through our membership and work with FLAIR, SFHA and the Glasgow and West of Scotland Forum. This helps us to keep up to date with developments in the sector and enables us to ensure that our voice is heard.

Our geographic focus enables us to be part of the conversation in Erskine and Renfrewshire more widely, working closely with our tenants and residents, the wider community, stakeholders*,* and local business. Renfrewshire is considered one of the most deprived areas in Scotland with one of the highest levels of child poverty, while we mainly serve residents of Erskine, Bridgewater has an important role to play in the wider area.

We manage around 850 social rented properties, together with 500 lock up garages and provide a factoring service to nearly 2700 owner occupiers, including looking after the equivalent of 40 full size football pitches in common environmental maintenance. We also offer a management service to tenants of other organisations living out with Erskine.

The Association provides a range of accommodation and services for families, single people, older people, and disabled people. We provide, under contract to Renfrewshire, East Renfrewshire and Inverclyde Councils, the Care and Repair Service for all three of these local authorities and we provide, under contract to Renfrewshire Council, Extra Care Housing at two of our developments in Erskine.

Bridgewater has been the managing agent for Care & Repair since 2001 in Renfrewshire and East Renfrewshire with the Inverclyde Care & Repair Service transferring to The Association in 2019. This makes Bridgewater the largest provider of Care and Repair Services in Scotland, now covering a fully integrated service throughout the three Local Authority areas.

# A close-up of a building Description automatically generatedThe Role of Customer Services Assistant

Bridgewater Housing Association is committed to delivering a high-quality, respectful, and supportive service to all our customers. As a Customer Services Assistant, you will play a vital role in ensuring every customer feels valued and well-supported at every point of contact to deliver a high quality of customer service.

Working within our dedicated Housing Services Team, you will be the first point of contact for many of our tenants and service users. You will be responsible for handling a wide range of enquiries, offering accurate information and support across key service areas including repairs, allocations, rent and tenancy management.

This is a fast-paced role that requires excellent customer service and call handling skills. You must be able to communicate effectively, both in writing and verbally, and work under pressure while maintaining accuracy. Strong administrative and IT skills, including a working knowledge of Microsoft Office and database systems, are essential.

You will also be expected to:

* Prioritise and manage your own workload efficiently to meet deadlines
* Demonstrate initiative and flexibility when dealing with customer queries
* Be willing to learn and apply knowledge across different housing service areas
* Work collaboratively with colleagues, service partners, and third-party agencies

As part of our integrated and customer-focused housing service, you will contribute to achieving Bridgewater’s strategic objectives, complying with legal and regulatory requirements, and upholding our values of respect, accountability, and continuous improvement.

We are looking for someone who shares our commitment to excellent service and who is ready to contribute positively to the community we serve.

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| **Job Profile** |  |

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| Job Details | | | |
| Job Title | Customer Services Assistant | **Service Area** | Housing Services |
| Based | Primary office, Inchinnan and other locations as required. | **Hours of work** | 14 hours per week  (Thursday-Friday) |
| Report to | Housing Services Manager | **Responsible**  **for** | Customer Service including Housing Services and Property Services |
| Grade | EVH Grade 4 | **Date completed** | June 2025 |
| Points | PA 9-12 | **Salary** | £25,755-£29,124 (Pro-rata) |

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| **Job Summary** |
| Bridgewater Housing Association’s commitment to its customers is to ensure all customers are dealt with in a supporting, respectful manner and they should feel valued at all points of contact with the Association. All roles within the organisation are required to support and assist the Association in achieving our strategic objectives and vision.  The Housing Services Team’s main aim is to provide a high quality, customer focused service that covers all aspects of tenancy management and support to customers. This includes a range of functions such as allocating void properties, maximising rental income, dealing with anti-social behaviour and estate management inspections, encouraging tenant participation, managing the sheltered housing support service, and providing tenancy support to promote tenancy sustainment. We are a highly motivated team, committed to continual improvement and promoting the vision and values of the Association. The core skills of the department are customer care, administration, communication, planning, problem solving, decision making and team working.  The focus of the Housing Services Team is to ensure our customers are satisfied with all aspects of the service we provide, and that our tenancies are managed within the current legal context and with assistance from the third sector. We must comply with relevant legislation and compliance requirements, and we are responsible to our Board for ensuring we provide regular, accurate and specific reports on our activities. In addition, we contribute to delivering Association and Renfrewshire wide partnerships, strategies, and activities, including wider role and FLAIR partnerships.  The Customer Servies Assistant will have excellent customer care and call handling skills and the ability to effectively deal with customers in a professional manner. The ability to work accurately under pressure, prioritise work and meet deadlines is essential. You will have, or be willing to learn, the general knowledge and skills for each business area including general repairs, house/garage allocations, rent and tenancy management to answer general queries at first point of contact. Also, a good working knowledge of Office packages and experience of using other software including databases will be required together with excellent communication skills (written and verbal). You must have the ability to use your own initiative to prioritise and organise your own workload to meet deadlines.  The service delivers a culture of ownership and continuous improvement as part of an integrated cohesive housing service, working with a wide range of service partners and agencies to develop joint planning objectives, ensuring that the association and local authority policies and strategic objectives are met.  All staff of the Association must understand and implement the core values of Bridgewater Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected. |
| Behaviours & Competencies |
| Bridgewater’s Core “Bridge” Values:   * Be Customer focused - We take ownership and responsibility, are positive and engaging and put residents at the heart of everything we do. * Respect - We show empathy, consideration, treat everybody with fairness and value our customers and colleagues. * Integrity - Integrity is the foundation of Bridgewater. We will take responsibility for our actions and will display our moral conduct in every decision we make. * Doing what matters most, with and for, our customers - We are committed to providing quality - not just in the homes we build and maintain but also the services that we deliver, in partnership with our customers. * Getting it right first time - We will ensure a consistent approach to service delivery and strive to make sure that our customers experience a fast, reliable, and helpful service that aims to answer their query or sort out their problem, first time - however they choose to make contact. * Enthusiastic - We go the extra mile, are passionate about achievement and eager to learn.   Core Competency Areas:   * Putting customers at the heart of everything we do, * Communication with staff, Board, and external agencies, * Making things happen within your department, * Showing leadership and inspiration at your level in the organisation, * Achieving excellent performance results and demonstrating sound strategic thinking, * Finding creative solutions for customers and technical problems.   What does this mean for the postholder?   1. You will demonstrate an awareness and understanding of your role and your place in the team and take responsibility for your actions. 2. You will seek advice and support appropriately from colleagues and line manager. 3. You will be self-motivated, positive, and supportive of your colleagues and the Board. 4. You will demonstrate respect, honesty, and professionalism across all areas of your job. 5. You will take responsibility for your development and performance, keeping up to date with new processes and information. 6. You will be able to identify training and learning opportunities. |

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| **Role output** | **Includes the requirement to:** |
| To provide a first point contact service for the Associations Customers | * Demonstrate excellent verbal and written communication. * Answer telephone enquiries in a clear, empathetic, professional manner. * Resolve enquiries at the first point of contact where possible or signpost when not possible. * Deal with customers face to face at reception area in a professional and friendly manner and ensure confidentiality when appropriate. * Consult with the Associations contractors and consultants by telephone and face to face. * Complete the diary section of SDM with all contact from customers and message staff members when appropriate. |
| Assist customers with reporting of repairs. | * Record repairs. * Make repair appointments. * Advise tenants on gas servicing status and report to Property Services if to be re-scheduled. * Advise customers on repairs if late or missed appointments. |
| Assist customers with their housing applications. | * Advise and assist customers on how to apply for housing including general needs, amenity plus and extra care housing. * General housing need advice including checking list positions for customers. * Log and acknowledge housing applications on SDM. * Process and update new and existing housing applications, ensuring the waiting list is up to date and accurate in compliance with the Allocations Policy. * Manage requests for Mutual Exchanges as per guidance and policy. * Email appropriate internal department after each tenancy sign up advising utility providers information and meter readings. * Assess and check priority awarded. |
| Assist customers with their garage applications. | * Deal with garage allocation enquiries and maintain the waiting list. * Manage the collection of garage rents and implement the recovery process in line with the policy when required. * Pursue former tenant garage arrears in line with the policy. |
| Assist customers with the end of tenancy process and void management. | * Provide advice and guidance to customers on end of tenancy procedures. * Provide administrative support on void management and control to minimise void rent loss. * Ensure that keys for void properties are logged and securely held. * Assist Housing Officers in undertaking effective void control measures to minimise rental loss to the Association. * File and archive data in accordance with GDPR. |
| Assist customers with low level rent arrears. | * Assist Housing Officers in undertaking effective arrears management measures to support tenants in sustaining their tenancies, thus minimising rent loss. * Signpost tenants to other support agencies. |
| Assist customers with estate management, land management and anti-social behaviour. | * Log and acknowledge estate management and anti-social behaviour complaints, including parking and land issues. |
| Update and maintain our complaints database. | * Record Stage 1 and 2 complaints. * Resolve Stage 1 complaints at first point of contact where possible. * Escalate complaints to Stage 2 when required. * Manage the complaint process from start to finish where possible. * Keep customers up to date with progress of their complaints when required. |
| IT and Social Media. | * Monitor Associations group email inboxes. * Monitor queries from social media platforms. * Manage Facebook posts including adding posts and sharing relevant posts. |
| Assist with the issuing of surveys and data collection. | * Issue Customer Satisfaction Surveys by post/email/text. * Collect data from the satisfaction survey system. |
| General | * Undertake a wide range of front office duties. * Attend training sessions, both internal and external as required. * Provide cover within the department during period of absence and/or sickness. * Comply with the Associations Health and Safety Policies and raise any unsafe conditions and practices to line manager. * Conduct any other reasonable tasks as directed by the Head of Housing Services/CEO. |

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| Key Relationships |  |
| Who? | Why? |
| Chair of Board | Strategic Head of Bridgewater. |
| Board | Governing Members. |
| Chief Executive, Head of Housing Services, Leadership Team | Senior Staff responsible for Strategic Planning |
| Housing Services Manager | Line Manager |
| Housing Services Team | Team Members. |
| Property Services Team | Work together with colleagues in providing an effective voids management service and on all aspects of joint service delivery. |
| Finance Team/Corporate Team / Care & Repair | Colleagues who we work in collaboration with to achieve cross department goals and targets. |
| External Agencies | Establish good working relationships to ensure quality service delivery and value for money. |

**Customer Services Assistant**

**Person Specification**

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|  | **Requirements** | **Essential** | **Desirable** | **Method of Assessment** | |
|  | **Education/Qualifications & Professional Membership** | | | **Application** | **Interview** |
| 1 | Educated to SCQF Level 5 (or equivalent. | X |  | ✓ |  |
| 2. | Qualification in Customer Service or Housing. |  | X | ✓ |  |
|  | **Skills & Abilities** | | | **Application** | **Interview** |
| 3. | Can demonstrate a good understanding of Customer Care/Service principles. | X |  |  | ✓ |
| 4. | Can demonstrate an understanding of handling confidential personal information. | X |  |  | ✓ |
| 5. | Ability to work non-standard hours where required including at short notice. |  | X | ✓ |  |
| 6. | Good problem solving and decision-making skills; ability to think ‘creatively’ to solve difficult problems. | X |  |  | ✓ |
| 7. | Ability to build positive and effective relationships with both internal and external stakeholders. | X |  | ✓ | ✓ |
| 8. | Excellent communication and interpersonal skills. | X |  |  | ✓ |
| 9. | Demonstrate IT skills relevant to the post / job description. | X |  | ✓ | ✓ |
| 10. | Strong organisational and administrative skills. | X |  | ✓ | ✓ |
|  | **Experience/Knowledge** | | | **Application** | **Interview** |
| 11. | Experience of working in a reactive customer centred workplace with strong emphasis on call handling. | X |  | ✓ |  |
| 12. | Experience of working directly with the public in a front facing roll. | X |  | ✓ |  |
| 13. | Knowledge and understanding of social housing either across one or multiple disciplines. |  | X | ✓ | ✓ |
| 14. | Demonstrate practical work experience of dealing with and resolving complaints. | X |  | ✓ |  |
| 15. | Experience of collating survey results. |  | X | ✓ |  |
| 16. | Ability to work with social media in a business environment. |  | X | ✓ |  |
| 17. | Contributing to team strategic plans and experience of delivering positive results with a strong focus on improvement and performance. |  | X | ✓ |  |
| 18. | Reasonable level of IT competence and experience of using Microsoft Office and database systems. | X |  | ✓ |  |
| 19. | Strong organisational and administrative skills. | X |  |  | ✓ |
|  | **Values/Attitudes** | | | **Application** | **Interview** |
| 20. | Good understanding of equalities and data protection legislation, policy, and procedures. | X |  | ✓ |  |
| 21. | Professional customer focussed approach. | X |  | ✓ | ✓ |
| 22. | Ability to work flexibly and effectively plan and prioritise workloads. | X |  |  | ✓ |
| 23. | Pro-active and enthusiastic. | X |  |  | ✓ |
| 24. | Accuracy and attention to detail particularly when working to deadlines. | X |  |  | ✓ |
| 25. | Always present a positive image both internally and externally. | X |  |  | ✓ |
| 26. | Commitment to providing excellent customer service. | X |  | ✓ | ✓ |
| 27. | Commitment to continuous improvement and quality in all aspects of work. | X |  |  | ✓ |
|  | **Other Requirements** | | | **Application** | **Interview** |
| 28. | Full driving licence and daily use of own car. | X |  | ✓ |  |
| 29. | Have proof of right to work in the UK. | X |  | ✓ |  |

**SUMMARY OF BENEFITS**

**Bridgewater Housing Association operates the following principal conditions of service:**

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| **Salary** | Grade 4 (PA9-PA12) £25,755-£29,124 (Pro-rata) |
| **Contract Duration** | Permanent |
| **Hours** | 14 hours per week (Thursday-Friday) |
| **Place of Work** | Ground Floor West,  India of Inchinnan,  Greenock Rd,  Inchinnan,  Renfrew  PA4 9LH |
| **Holiday Entitlement** | 40 days including public/statutory holidays (Pro-rata) |
| **Sickness Benefit Scheme** | Subject to qualifying service |
| **Pension** | Scottish Housing Association Pension Scheme (SHAPS) – Defined Contribution |
| **Notice Period** | 4 weeks |
| **Salary Payment Date** | 28th of the month |
| **Travel** | Mileage allowance of 45p/mile for the first 10,000 miles per annum |

**PRIVACY NOTICE**

This notice explains what information we collect, when we collect it and how we use it. During the course of our activities, we will process your personal data (which may be held on paper, electronically, or otherwise) and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. **WHO ARE WE?**

**Bridgewater Housing Association Limited**, recognised Scottish Charity No SC0 35819, Scottish Housing Regulator No HAL 301, Co-operative and Community Benefit Societies Act No 2525R(S), Property Factor Registration number PF000105 and having their Registered Office at Ground Floor West, India of Inchinnan, Greenock Road, Inchinnan, Renfrew, PA4 9HL (“**we**” or “**us**”) take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 2018 (the 2018 Act) and the General Data Protection Regulation (EU) 2016/679 (GDPR), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z7558854X and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer (DPO) is:

RGDP LLP, Level 2, One Edinburgh Key, 133 Fountainbridge, Edinburgh EH3 9QG

Tel: 0131 222 3239

Email: info@rgdp.co.uk

Any questions relating to this notice and our privacy practices should be sent to Scott Currie, Head of Corporate Services & Business Development.

1. **HOW WE COLLECT INFORMATION FROM YOU AND WHAT INFORMATION WE COLLECT**

We collect information about you and you provide information to us so that we can provide information and services to you:

* when you apply for housing with us, become a tenant, request services/repairs, enter into a factoring agreement with ourselves howsoever arising or otherwise provide us with your personal details
* when you apply to become a member;
* from your use of our online services, whether to report any tenancy or factoring related issues, make a complaint or otherwise;
* from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information);
* from CCTV images captured by our CCTV cameras;
* when you visit our website
* when you apply for a job with us
* when you request or are in receipt of our services.

The information we collect includes the following:

* Name;
* Address;
* Telephone number;
* Email address;
* National Insurance Number;
* Demographic information – ethnicity, race, age, date of birth, nationality;
* Share membership number;
* Payment card reference;
* Next of Kin/emergency contact details;
* Household members;
* Bank Account details;
* Payment Card Numbers;
* Employment details, taxpayer identification numbers, tax reference codes;
* Medical/Health information to process an application/transfer, application/undertake sheltered duties/process medical adaptation requests and to ensure the health and safety of Bridgewater Housing Association staff, contractors and other individuals;
* Membership details;
* Hearing impairments;
* Health & safety information to process insurance claims;
* Disability;
* Benefits information from DWP/Housing Benefit Department;
* Passport or driving license numbers.

We also receive information from third parties including:

* Benefits information, including awards of Housing Benefit/Universal Credit and any overpayments requests;
* Payments made by you to us;
* Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland, Local Authorities or other housing providers;
* Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour;
* Health related information.

1. **WHY WE NEED THIS INFORMATION ABOUT YOU AND THE LEGAL BASES FOR PROCESSING**

We need your information and will use your information lawfully to undertake and perform our obligations and duties to you. For example:

* to enable us to enter a contract with you;
* undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
* to enable us to supply you with the services and information which you have requested;
* to enable us to respond to your repair request, housing application and complaints made;
* to analyse the information, we collect so that we can administer, support and improve and develop our business and the services we offer;
* to contact you in order to send you details of any changes to our services which may affect you;
* for other purposes consistent with the proper performance of our operations and business, including newsletters, website and our annual report; and
* to contact you for your views on our products and services.
* because it is in the public interest to do so or because it is in our legitimate interest to do so.

1. **SHARING OF YOUR INFORMATION**

We may disclose your information to other trusted third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

* if we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
* if we instruct repair or maintenance works, your information may be disclosed to any contractor;
* if we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
* if we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and the Local Authority);
* if we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department for Work & Pensions;
* if we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
* to obtain legal advice or take legal action;
* to adhere to our statutory requirements to report to the Scottish Housing Regulator and notify the Local Authority in the event of court proceedings being raised to recover possession of a tenancy;
* if you wish to access our Welfare Rights service;
* to allow you to make payment to us through third party organisations;
* to Sheriff Officers, debt collection agencies and tracing agents in connection with any enforcement action;
* if we are processing any insurance claim made against us we will forward the claim to our insurers

Unless we have a lawful basis for disclosure, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

1. **TRANSFERS OUTSIDE THE UK AND EUROPE**

We will only store your information within the UK and EAA.

1. **SECURITY**

When we collect your personal data, we take steps to make sure that it is kept secure and safe.

The Association has been awarded the Cyber Essentials Certification which provides assurance that a number of key information security controls are in place within the organisation. All employee data which is stored electronically is access controlled or digitally encrypted.

Where a physical copy of any data is stored, it is stored in a locked filing cabinet or drawer.

Further information regarding security and storage of data can be found in our Data Protection Policy

1. **HOW LONG WE WILL KEEP YOUR INFORMATION**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

1. **YOUR RIGHTS**

You have rights in relation to your personal data and can ask us for the following:

* To access information about the personal data we are processing and to obtain a copy of it;
* To change incorrect or incomplete data;
* To erase or stop processing your data (in certain circumstances);
* To stop sending you marketing messages; and
* To object to certain processing activities.

If you would like to exercise any of your rights above, please contact us at [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) in the first instance. You should note that your rights under the GDPR and 2018 Act are not absolute and are subject to qualification.

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner’s Office in relation to our use of your information. The Information Commissioner’s contact details are noted below:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: [www.ico.org.uk](http://www.ico.org.uk)

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

# Your application

To apply, please complete the application form which accompanies this recruitment pack. Both are found at <https://www.bridgewaterha.org.uk/recruitment>. All applications need to be received no later than 12 Noon on Monday 14th July 2025. Interviews will take place on Monday 28th July 2025. Please return completed applications to [recruitment@bridgewaterha.org.uk](mailto:recruitment@bridgewaterha.org.uk). Queries should also be sent to this email address.

Please note that applications can only be considered if all the documentation is complete.

Please contact me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

Andy Thomson

Chief Executive, Bridgewater Housing Association

athomson@bridgewaterha.org.uk

0141 812 2237