|  |
| --- |
| Head of Housing services  Recruitment Pack  Closing Date: Monday 10th February 2025 at 10.00am  Interviews: Week commencing Monday 17th February 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 Head of Housing Services 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.

Pack content

Pg 3 About us

Pg 4 The Role of Head of Housing Services

Pg 5-13 Job profile

Pg 14-17 Person Specification

Pg 18 Summary of Benefits

Pg 19-22 Privacy Notice

Pg 23 Your application

# 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 a Housing Support Service to 95 sheltered tenants.

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 Head of Housing Services

As Head of Housing Services, you will oversee all housing management and customer service operations across our areas of operation, ensuring the delivery of high-quality homes and services. Your role will include leading housing and property management, housing support, and wider community activities, while also managing our Customer Service Team. You will be instrumental in guiding the strategic direction of the organisation, working closely with the Board to achieve our goals. Reporting to the Chief Executive, you’ll provide strong, innovative leadership, collaborating with the leadership team and colleagues to meet ambitious targets. Your responsibilities will cover governance, strategic planning, operational execution, stakeholder engagement, and ensuring regulatory compliance. As Head of Housing Services, you'll successfully lead a large team within a close-knit organisation, always keeping our customers at the heart of what we do.

We’re looking for an inspiring leader with a proven track record in similar organisations or a dynamic individual looking to take the next step in their career. You should be adaptable, collaborative, and skilled at driving change in a fast-paced environment. Experience in housing management, regulatory compliance, customer service, and strategic planning will be a strong advantage.

Key factors in our recruitment are:

* Educated to Degree, HND, HNC or equivalent level in an appropriate professional housing qualification
* An outstanding leader used to operating at a senior level who can motivate and inspire team members to achieve excellent results.
* A strategic thinker, able to contribute at leadership and Board level
* Experience of working with a board
* Good understanding of corporate governance
* A strong understanding of the underlying legislative environment.
* An effective communicator with excellent people skills with a positive outlook and commitment to our customers.
* Strong IT Skills with an interest in improving IT for the benefit of customer services.
* Proven experience of getting results in arrears management, allocations and void management, housing support and customer service

At Bridgewater, we are committed to fostering a culture of diversity, inclusion, and equality. We strive to create a supportive and inclusive environment where everyone can thrive. We welcome applications from individuals of all backgrounds, including individuals with disabilities.

|  |  |
| --- | --- |
| **Job Profile** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Job Details | | | |
| Job Title | Head of Housing Services | **Service Area** | Housing Services / Leadership Team |
| Based | Primary office, Inchinnan and other locations as required. Hybrid working in place. | **Hours of work** | 35 hours per week |
| Report to | Chief Executive | **Responsible**  **for** | Housing Services function i.e. housing management, debt recovery, housing support, customer services and customer engagement |
| Grade | EVH Grade 9 | **Date completed** | January 2025 |
| Points | SM10-12 | **Salary (2024/25)** | £65,682-£68,910 |

|  |
| --- |
| **Job Summary** |
| The Housing Services Section’s main aim is to provide customers with a high quality, customer focused service that covers all aspects of the tenancy management and support to customers. This includes a range of functions such as allocating void property, maximising rental income, dealing with anti-social behaviour and estate management inspections, encouraging tenant participation, managing housing support services, and providing tenancy support to promote tenancy sustainment. We are a highly motivated team committed to continual improvement and promoting the vision and the values of the Association. The core skills of the department are administration, communication, planning, problem solving, decision making, team working and customer care.  The Housing Services team shares responsibility for the strategic delivery of the Association’s landlord role. This focusses on access to housing and tenancy and estate management functions ensuring compliance with all appropriate legislation and associated regulations, policies and procedures and good practice guidance. Activity is also focussed on maximising income through a range of measures designed to increase rent collection, reduce the number of empty homes, and rent loss due to voids and provide better homes within a sustainable housing living environment.  The focus of the Housing Services department 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 service will deliver 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.  The role of the Head of Housing Services is to provide strategic direction and leadership for the delivery of the Housing and Customer Services function, delivering exceptional and excellent services in compliance with relevant regulation and legislation. The main purpose of this role is to lead, coach and support the Housing Services team to deliver significant improvements across key aspects of the customer service functions. You will be an effective member of the Leadership Team, working collaboratively with the Chief Executive, Board, and colleagues on all matters of corporate strategy and governance to ensure Bridgewater is a sustainable, ambitious, dynamic, and successful organisation.  You will strategically lead and manage the delivery of customer services, housing support, lettings, housing management services and tenancy sustainment across the associations stock. You will motivate and inspire teams to deliver outstanding performance, high customer satisfaction and value for money services. You will work as part of the team to deliver housing services and contribute to the delivery of the association’s strategic objectives. You will be responsible for working in partnership with external organisations and fostering excellent internal and external working relationships to enhance services.  The core skills are communication, leadership, motivation and having an enthusiasm and ability to lead teams through policy, procedural direction and guidance towards success and achievement. It is important to possess a detailed knowledge of social housing policy and legislation and an understanding of property maintenance and relevant health and safety legislation. Good general knowledge of service level agreements, contracts, and procurement methods in respect of housing management services is required. A high level of verbal and written skills to produce and present reports, handbooks, policies, procedures etc. to the Board, staff, and key stakeholders is required for the role.  You must have excellent analytical skills to consider difficulties and find solutions to them, excellent communication and negotiating skills to build effective relationships with key stakeholders, including Board and staff of Bridgewater.  In addition, the Head of Housing Services must possess the following skills:   * High level of Information Technology skills including the use of spreadsheets and databases. * Strong supervisory and leadership skills; a demonstrated ability to build productive teams of staff performing varied functions * Effective leadership and positive management style; to promote and drive continuous improvement, change management, achieve Association goals, and maintain staff morale   The Head of Housing Services should actively participate in the internal and external audits of the Association and contribute to the completion of SHR regulatory returns.  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. |

|  |  |
| --- | --- |
| **Role output** | **Includes the requirement to:** |
| Lead on and assist in the preparation, monitoring, review, and management of key business areas including Service Delivery Plans, Key Performance Indicators and Risk Planning for the Association and the Housing Services Department. | * Prepare and deliver performance reports and policies to the Housing, Land & Property Services Sub-Committee, and the Board. * Prepare and deliver tender reports. * Actively contribute to the leadership, governance, and performance of the Association. * Provide KPI reports in relation to agreed business plan objectives and targets. * Review and contribute to the Association Risk Planning Strategy. |
| Deliver continuous improvement in customer satisfaction and business.  performance | * Manage and improve performance across the range of key performance indicators, with a particular focus on business-critical needs. * Utilise a range of staff communication methods to achieve continuous improvement * Ensure the application of a robust performance culture with your team with a particular focus on customer excellence * Take responsibility for ensuring that the Housing Services team has the skills to source the right solutions and are empowered to take decisions to meet business requirements. * With the other Leadership Team members, coordinate the Annual Return on the Charter and report to tenants. * Oversee the development and implementation of a Tenant Scrutiny Framework, including establishing a tenant scrutiny group, delivering training, overseeing the programme of activity and development of reporting and monitoring systems. |
| Ensure our customers receive a quality, one stop shop service with the emphasis on providing answers “first time” if possible | * Develop and maintain first class customer service standards within the customer service team and the organisation. * Ensure the systems and procedures are in place to deliver this service. * Work to deliver innovative solutions to customers accessing the service using new technology and social media. |
| Provide a caring and comprehensive housing support service to our customer base | * Provide an effective and efficient housing support service to supported housing, amenity plus accommodation, extra care sheltered accommodation and managed properties. * Ensure that the highest standard of housing support is provided to tenants to meet the requirements of the local authority, Care Inspectorate and SSC * To monitor and regularly review the housing support service, outcomes, and budgets to ensure the service remains viable and fit for purpose |
| Contribute to leadership and strategic direction of the organisation | * Be an effective member of the leadership team, working collaboratively with the Chief Executive, Board, and colleagues on all matters of corporate strategy to ensure BHA is a sustainable, ambitious, dynamic, and successful organisation. * Contribute to the growth of the Association’s business and its positive image. * Take a lead role in delivering the Operational Plan and contribute towards the strategic planning of the Department and wider organisation. * Develop partnerships, working with key stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies, and partners. |
| Provide a comprehensive Housing Support/Management service to all our customers and obtain feedback on the effectiveness of the services we provide | * Lead the team to deliver excellent customer service across the range of housing management and support functions. * Ensure that the level of knowledge across the team enables delivery of excellent advice and information services through to service delivery * Work with Homeless Services and Health and Social Care Partners to prevent and alleviate homelessness including the management of Section 5 referrals * Have overall responsibility for the social and financial performance of the Association’s Housing Service through inspiring, leading, motivating, guiding, and supporting staff. * Manage, coordinate and control allocated resources to ensure the delivery of excellent housing services ensuring that all aspects such as neighbourhood quality, ASB, nuisance, rent recovery, housing support and resident involvement services are delivered to the highest standards in line with customer needs and expectations. * Ensure that BHA’s responsibilities as a landlord are met by ensuring compliance with current tenancy conditions through the effective implementation of operational policies. * Monitor, report on and ensure high levels of compliance with the Scottish Social Housing Charter, Care Inspectorate expectations and any other regulatory or legislative requirements. * Ensure customer feedback is actively sought by a variety of methods and that feedback received is acted upon and responded to timeously. Including conducting the annual rent and service charge consultation. * Enable innovation through monitoring and reviewing all housing services to ensure that they are effective and responsive whilst meeting the demands and aspirations of customers, and services deliver value for money and are compliant with best practice, regulatory and statutory requirements. |
| Ensure our services meets the needs and expectations of our customers and our expected levels of service. | * Ensure customer commitments are delivered. * Resolve high level customer issues and complaints and apply creative thinking to identify personalised solutions * Review complaints to ensure they are carried out within response times and are reflective of outcomes. * Analyse complaints to consider future actions or changes to policy or procedures * Attend meetings with customers to lead initiatives or resolve issues * Coordinate the triannual customer satisfaction survey; Implement and review outcomes of all satisfaction surveys to facilitate areas for improvement within the Association |
| Help provide well maintained, attractive and vibrant communities | * Ensure all communal areas are inspected on at least a quarterly basis to meet insurance requirements. * Identify funding solutions for customer and environmental activity; taking cognisance of appropriate procurement rules. * Identify and contribute to wider action and partnership initiatives. * Work with partners to address issues of wellbeing, resilience, employability, skills, incomes, and training for our communities that will support successful community cohesion and resilience. |
| Provide Financial and Budgetary Control Measures | * Liaise with the Head of Finance to review and set budgets. * Review expenditure on performance against budget on all areas of the service. * Ensure processes are in place for the approval of applications for payment / invoices as per agreed authorisation limits. * Ensure Value for Money statement aims and objectives are at the forefront of all business decisions |
| Provide line management, coaching & leadership to Staff | * Ensure the values of the Association are reflected in your work and that all services provided are delivered in line with the Association’s Vision and Values * Ensure regular and effective team meetings are carried out. * Meet regularly with the Senior Housing staff to monitor and review the operation and performance of the department. * Conduct quarterly 1:1 support and supervision meetings with Housing Services and Customer Services staff * Conduct annual appraisals with staff. * Review annual training plans for Housing Services and Customer Services staff * Promote the aims and continuous improvement of the Association through positive leadership styles. * Be an effective role model for team members and able to give guidance in all aspects of the service * Ensure staff are supported through learning and development and completion of training plans. * Ensure key behaviours are instilled, encouraged, and developed |
| Business Development | * Champion business improvement, efficiency, and value for money within the Housing Services function through innovation and new technology * Participate in new organisational business ventures including developing working relationships and securing grant or loan funding. * Participate in the Association’s regeneration, wider role, and special projects development. * Actively seek and secure, external funding for both mainstream and special projects |
| General Duties | * Review and monitor services delivered ensuring they are effective; they meet the requirements of relevant Service Level Agreements and take action to address service failures where necessary. * Demonstrate flexibility and a willingness to respond to the dynamic and changing needs of the organisation. * Provide support for and attend occasional emergencies and customer requests that may be outwith normal office hours. * Deputise for the Chief Executive when asked. * Approach each day with reasonable flexibility to undertake any job functions as necessary and appropriate within the organisation. * Conduct any other reasonable tasks as directed by the Chief Executive |

|  |  |
| --- | --- |
| Key Relationships |  |
| Who? | Why? |
| Chair of Board | Strategic Head of Bridgewater. |
| Board | Governing Members. |
| Chief Executive | Line Manager. |
| Leadership team | Colleagues / Senior Staff responsible for strategic planning. |
| Housing Services Team (including Customer Service Team) | Team Members. |
| Finance Team/Corporate Team / Housing Services Team / Care & Repair | Colleagues who we work in collaboration with to achieve cross department goals and targets. |
| Contractors / Consultants | Establish a good relationship to achieve expected performances against targets and ensure quality service delivery |
| External Agencies | Establish good working relationships to ensure quality service delivery and value for money. |
| Renfrewshire Council, HSCP, DWP, Support Providers | Establish and maintain a good working relationship to ensure quality service delivery. |
| Property Services Team | Work together with colleagues in providing an effective voids management service and on all aspects of joint service delivery. |

**Head of Housing Services**

**Person Specification**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Requirements** | **Essential** | **Desirable** | **Method of Assessment** | |
|  | **Education/Qualifications & Professional Membership** | | | **Form** | **Interview** |
|  | Educated to degree, HND or HNC or equivalent level in an appropriate professional housing qualification | X |  | ✓ |  |
|  | Possession of a Postgraduate Diploma in Housing |  | X | ✓ |  |
|  | Chartered Member or Fellow of Chartered Institute of Housing or similar |  | X | ✓ |  |
|  | Possession of a management qualification and/or relevant professional qualification e.g. CIH, ILM, RICS |  | X | ✓ |  |
|  | **SKILLS & ABILITIES** | | | **Form** | **Interview** |
|  | Ability to lead and work collaboratively | X |  |  | ✓ |
|  | Effective leadership, coaching, mentoring and motivational skills | X |  |  | ✓ |
|  | Proven ability to understand, champion and drive change effectively |  | X |  | ✓ |
|  | Policy development and implementation skills, and ability to contribute effectively at a strategic level, making a substantial contribution to business planning. | X |  | ✓ |  |
|  | Ability to work under pressure to meet deadlines, using initiative to make decisions. | X |  |  | ✓ |
|  | Ability to work non-standard hours where required including at short notice | X |  | ✓ |  |
|  | High level of skill in strategic and analytical thinking; ability to make critical business decisions | X |  |  | ✓ |
|  | Ability to interrogate and problem solve problems involving any of the relevant functions of Housing Services. | X |  |  | ✓ |
|  | Ability to build positive and effective relationships with both internal and external stakeholders. | X |  | ✓ | ✓ |
|  | Excellent communication and interpersonal skills, including negotiating, influencing, and presenting skills. | X |  |  | ✓ |
|  | Experience in development and use of ICT to define, measure and review performance outcomes | X |  | ✓ | ✓ |
|  | **EXPERIENCE / KNOWLEDGE** | | |  |  |
|  | Proven experience of working in the Housing Sector and up-to-date knowledge of housing, housing support and customer service regulatory and legal requirements. | X |  | ✓ |  |
|  | Experience and record of successful leadership, motivating colleagues to shape culture and deliver results. | X |  | ✓ |  |
|  | Experience and knowledge of how to engage and involve customers and employees, promote and use their feedback and use it to influence the business | X |  | ✓ | ✓ |
|  | Experience of managing a customer service team and managing related customer service targets |  | X | ✓ |  |
|  | Experience of procurement and tendering procedures and techniques and contract management |  | X | ✓ | ✓ |
|  | Be numerate and able to prepare detailed budgets and options appraisals | X |  | ✓ |  |
|  | Evidence of developing and achieving ambitious performance standards and KPIs | X |  | ✓ |  |
|  | Understanding of the challenges facing social housing and registered social landlords | X |  | ✓ | ✓ |
|  | Extensive experience of working in a housing environment at a senior level. | X |  | ✓ |  |
|  | Developing Strategic Plans and experience of delivering positive results with a strong focus on improvement and performance |  | X | ✓ |  |
|  | Experience of the Governance functions, including following regulatory guidance, report writing, presentations, training and preparations of agendas and writing clear, concise reports. | X |  | ✓ |  |
|  | Excellent level of IT competence and experience of using M365 and SDM or similar. | X |  | ✓ |  |
|  | Experience of training staff members |  | X | ✓ |  |
|  | Strong organisational and administrative skills | X |  |  | ✓ |
|  | **VALUES/ATTITUDES** | | |  |  |
|  | Good understanding of equalities and data protection legislation, policy, and procedures |  | X | ✓ |  |
|  | Professional customer focussed approach | X |  | ✓ | ✓ |
|  | Ability to work flexibly and effectively plan and prioritise workloads | X |  |  | ✓ |
|  | Lead by example promoting a positive culture, pro-active and enthusiastic | X |  |  | ✓ |
|  | Accuracy and attention to detail particularly when working to tight deadlines. | X |  |  | ✓ |
|  | Always present a positive image both internally and externally | X |  |  | ✓ |
|  | Commitment to providing excellent customer service | X |  | ✓ | ✓ |
|  | Commitment to continuous improvement and quality in all aspects of work | X |  |  | ✓ |
|  | **OTHER REQUIREMENTS** | | |  |  |
|  | Full driving licence and daily use of own car | X |  | ✓ |  |
|  | Familiar with the principles of community involvement and promotion of the Association |  | X |  | ✓ |
|  | Ability to deputise for Leadership Team colleagues if required |  | X | ✓ |  |
|  | Have proof of right to work in the UK | X |  | ✓ |  |

**SUMMARY OF BENEFITS**

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

|  |  |
| --- | --- |
| **Salary** | Grade 9 (SM10-SM12) £65,682 - £68,910 |
| **Contract Duration** | Permanent |
| **Hours** | 35 hours per week |
| **Place of Work** | Hybrid working  Ground Floor West,  India of Inchinnan,  Greenock Rd,  Inchinnan,  Renfrew  PA4 9LH |
| **Holiday Entitlement** | 40 days including public/statutory holidays |
| **Sickness Benefit Scheme** | Subject to qualifying service |
| **Pension** | Scottish Housing Association Pension Scheme (SHAPS) – Defined Contribution |
| **Notice Period** | 3 months |
| **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 10 February 2025. Shortlisting will take place on Tuesday 11 February and initial interviews w/c 17 February 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