Application Pack

5th September 2025

Dear Applicant

Post of **Customer Service Advisor (Asset) x 3**

Please find attached the application pack for the above post.

The **closing date** for the return of the completed applications and equality monitoring form is:

Monday 22nd September 2025 at 12 noon

Please submit a **CV with cover letter**. Guidance notes for applicants be found on page 12. Please read our separate transparency statement for information on how we use your personal data.

The provisional interview date is week beginning **Monday 6th October 2025**.

If you have any questions or, would like further information, please do not hesitate to contact Vicky Ross, HR & Corporate Services Officer at recruitment@elderpark.org.

Thank you for your interest and we look forward to receiving your application.

Welcome to Elderpark

Dear Candidate

Thank you for your interest in working with Elderpark Housing Association.

We are an organisation based within the local community and see the role of a Housing Association as much more than just providing homes for our tenants to live within.

Elderpark Housing is an organisation that seeks to recruit excellent and high potential employees and provide them with the support to flourish and have a thriving and successful long term career with the association and the sector. We believe this will be an exciting and interesting role working for an organisation that values our employees placing a significant emphasis on them achieving their full potential. We will support you to develop your skills, undertake any training and education which benefits your professional development and provide you with the tools to be successful in the position.

We offer is an outstanding modern working environment which is caring and friendly. You will have the opportunity to contribute to our ongoing success as an award winning, well respected and prominent housing association both within the community and the sector.

This year we will be celebrating 50 years of Elderpark and so there has never been a better time to join our team and get involved with our celebrations.

I hope the opportunity to work with Elderpark Housing is something that interests you and look forward to receiving your completed application.

Gary Dalziel

Gary Dalziel
Chief Executive

About Elderpark

Elderpark Housing was established in 1975 and currently owns approximately 1350 homes with majority being in Central Govan although we have a number of properties within the areas of Ibrox, Kinning Park and Cessnock.

In addition to being a landlord we provide factoring services to approximately 240 owners. The vast majority of our homes are tenemental flats which account for over 80% of the stock the Association provides for rent.

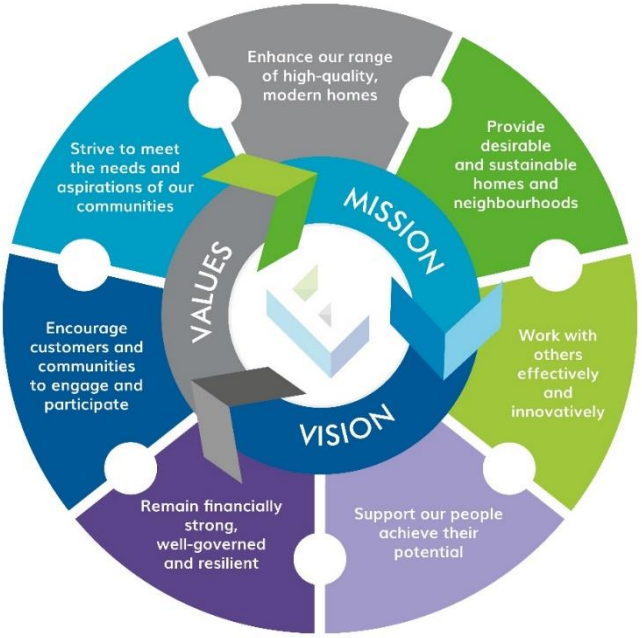
The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a Voluntary Management Committee of up to 15 people and currently employ around 34 staff.

Our Vision

A Vibrant neighbourhood where everyone can prosper.

Our Values

Adaptable, Caring, Fair, Reliable, Open



Job Description

Job Title:	Customer Service Advisor (Asset)
Grade:	EVH Grade 4
Salary:	£25,755 - £29,124 per annum
Responsible To:	Customer Services Officer (Asset)
Overall Responsibility:	Asset Manager, Director of Asset Management

Overview of the Post

To provide a personalised and responsive first point of contact to the Association's tenants, service users, partners and the wider community within the Asset Team.

The Post holder will assist the Customer Services Officer and Asset Manager in their goal to deliver a high quality and consistent service's based on getting the service "right first time" and in doing so heighten satisfaction levels and demonstrate a culture of excellence in Customer Service. In addition, the Customer Service Advisor will provide administrative support.

Key Aim of the Post

The key aim of this post is to provide the following services:

To provide day-to-day administrative support within the Asset Team. This includes the processing of repairs, , logging complaints, managing diaries. These administration roles may vary over time in line with the business objectives of the Association.

- Provide accurate, clear and accessible information and advice to tenants, housing applicants, factored owners and the wider public about services. This can be through a variety of methods including live chat, in person, email, by telephone or through text messaging

- Take the opportunity to engage with customers to ensure that information held is accurate and up-to-date, to provide a more effective service

- Embrace the use of digital services, technology as a means of communication, with a view to delivering a more effective service to individual tenants and customers

- Work collaboratively with colleagues in other departments and across all areas to ensure the information provided and subsequent feedback helps support continuous improvement in service delivery.

Principal Responsibilities and Duties

Assist the Customer Services Officer by;

- Providing clear and consistent advice to tenants and the wider public within the remit of the Customer Service Team. This can be communicated in person, on the phone, or online
- Providing administration support where required across other departments, including photocopying, scanning, designing posters and mail drops
- Logging complaints from tenants and service users and report them to the relevant sections
- Updating data and logging any missing personal and contact information on the in-house software system
- Referring and promoting Elderpark HA sponsored services to our tenants
- Ensuring that the reception is a tidy and welcoming space
- Advertise services and policies to support our tenants and the wider community
- Delivering all aspects of reception duties including telephone enquiries, email enquiries, dealing with post, attending to onsite visitors, managing the main office diary meeting room-booking system
- Ensure that mail is opened, recorded, date stamped and distributed in a timely manner
- Ensure information is displayed including policy leaflets, service posters in both paper and digital format.

Assist with Maintenance Duties including;

- Log, process and administer the day to day repairs reported by our tenants and factored owners
- Monitor repair completion dates, liaising with contractors as required to help achieve high standards of response through clear, prompt communications with all parties.

Corporate Responsibility

- At all times comply with the Health and Safety Policy and procedures and highlight any unsafe working practice/conditions
- Understand and respect the diversity of customers and colleagues
- Ensure consideration of the Associations values and mission statement when delivering services.

Other

- Attend training sessions, both internal and external, as required
- Where required be available to work outwith office hours to deliver services with meet the need of the organisation and our service users

- Any other duties specified by the Customer Services Officer, Asset Manager, Director of Asset Management or CEO that would be considered reasonable within the general level of responsibility attached to the post.

Customer Service Advisor (Asset) Person Specification

Education/Qualifications & Professional Membership	Essential	Desirable
Educated to SCQF Level 5 (or equivalent)		X
Qualification or working towards in Customer Service or Asset Management		X
Skills and Abilities	**Essential**	**Desirable**
Can demonstrate a good understanding of Customer Care/Service principles	X	
Can demonstrate an understanding of handling confidential personal information	X	
Good problem solving and decision-making skills; ability to think 'creatively' to solve difficult problems	X	
Ability to build positive and effective relationships with both internal and external stakeholders	X	
Excellent communication and interpersonal skills	X	
Demonstrate IT skills relevant to the post / job description	X	
Strong organisational and administrative skills	X	
Experience and Knowledge	**Essential**	**Desirable**
Experience of working in a reactive customer centred workplace with strong emphasis on call handling	X	
Experience of working directly with the public in a front facing role	X	
Knowledge and understanding of social housing either across one or multiple disciplines		X
Reasonable level of IT competence and experience of using Microsoft Office and database systems	X	
Strong organisational and administrative skills	X	
Values/Attitudes	**Essential**	**Desirable**
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	

Accuracy and attention to detail particularly when working to 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	

Summary of Principle Terms and Conditions of Employment

Job Title:	Customer Service Advisor (Asset)
Salary:	£25,755 - £29,124 per annum EVH Grade 4 (Spinal Points PA9 – PA12)
Contract:	Full Time, Permanent
Hours of Work:	35 hours per week, Monday to Friday 9am to 5pm (also a requirement to work out with office hours).
Leave Entitlement:	Up to 30 days annual and 13 public holidays.
Place of Work:	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)
Notice Period:	4 Weeks
Salary Payment Date:	27th of each month
Pension:	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%
Professional Fees:	One set of relevant professional fees paid annually

This summary is for guidance only and will not form part of the contract of employment.

All offers of appointment are subject to two satisfactory references, proof of identity to work in the UK, a Basic Disclosure Scotland Certificate and proof of qualifications where necessary.

People Benefits

Why work with us?

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days Annually
- Health & Wellbeing initiatives
- Counselling Services
- Professional Membership Fees (annually)
- Employee voice channels including an Employee Forum
- Pension scheme with a maximum contribution of 12% employer provided employees pay 6%

Winning the CIH award for 'Excellence in Learning and Development' November 2023.

Our Values

Caring	We demonstrate a caring, kind and compassionate nature.
Reliable	We are honest, trustworthy and reliable in everything we say and do.
Fair	We are fair and non-discriminatory at all times, treating each individual with the utmost respect.
Open	We display strong integrity, ensuring everything we do is carried out in an open and transparent manner.
Adaptable	We are adaptable and responsive to change in order to meet the needs of our customers and organisation.

Applying for a role Elderpark Housing

Top Tips

We want our recruitment process to reflect our organisational values and be a positive experience for all candidates. In order for you to have the best opportunity in the process, we would like to provide you with the following information.

We invite candidates to submit a CV with cover letter for our roles. Here is some information on what information to include to ensure you have the best chance when we shortlist.

CV

Your CV allows you to summarise your education, work history, skills and experience which relate to the job you are applying for. Your skills and experience will be assessed against the essential criteria in the person specification on page 7/8 so make sure your information is relevant by:

- Checking your CV is up to date including dates of employment with reasons for breaks in career
- Highlight the skills and experience relevant to the role you are applying for avoiding sending a generic CV
- Provide details of your education, employment history and voluntary experience

Cover Letter

The purpose of a cover letter is to complement your CV and showcase your relevant skills and experience against job requirements along with personal qualities such as motivation, work ethic and teamwork skills.

We want you to showcase your personality, what drives you and how you align with the culture of our organisation and its values. Ensure you read the job description and person specification so you are clear about the role and the job requirements.

Consider including the following:

1. Introduction – introduce yourself to us
2. Why this job? Why are you interested in this role and the organisation?
3. Why you? Explain why you are well suited to the position referring to relevant skills and experience/knowledge you have relevant to the person specification on page 8/9. You could mention accomplishments, transferable skills relevant to the role. State explicitly how you meet the job criteria. Provide examples and consider using the STAR technique.

We hope this information helps you and we wish you all the best with your application.

Guidance Notes for Applications

Please read these notes carefully

As part of the application process, we ask that you complete an Equal Opportunities Monitoring Form which you can access by clicking HERE.

Please return your CV and cover letter to recruitment@elderpark.org.

Your application will be treated in the strictist of confidence.

If you wish to post a hard copy of your application, the full postal address is as follows:

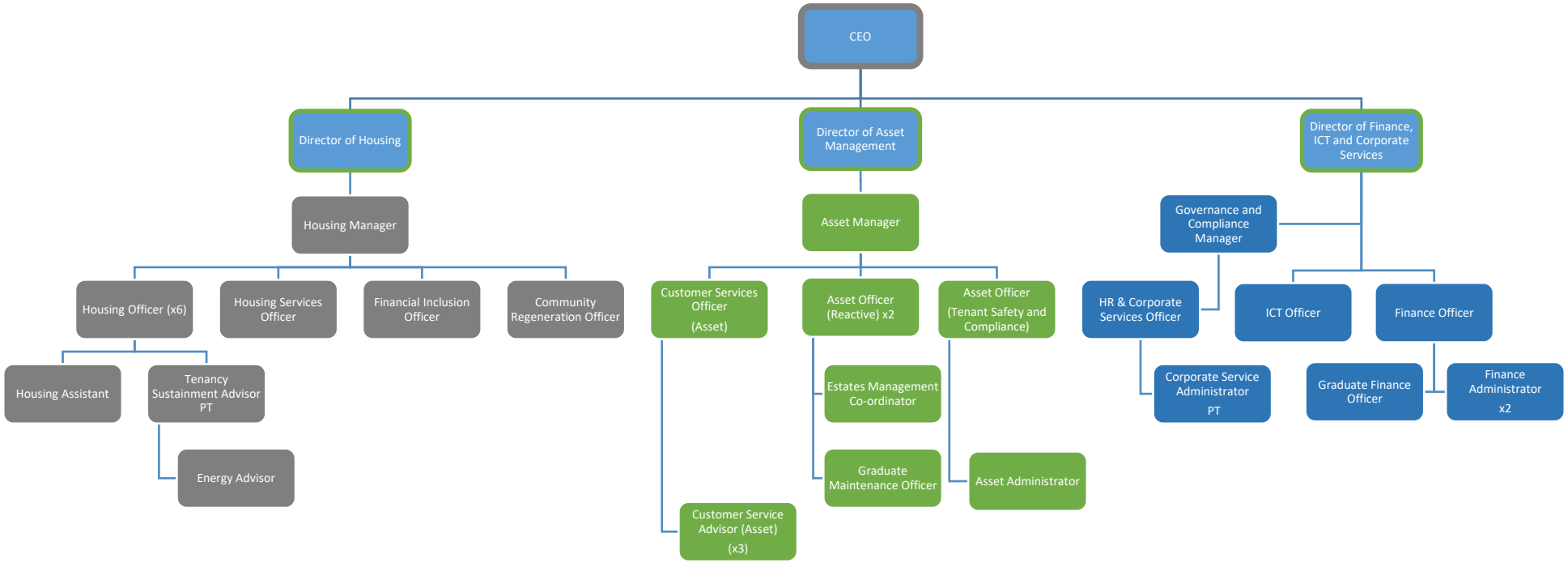
Corporate Services Department
Elderpark Housing
65 Golspie Street
Govan
G51 3AX

Applications will be considered and assessed against the requirements of the person specification in order to select the candidates for interview stage. If you are successful at this stage, you will receive an email inviting you to attend an interview. If you unsuccessful, you will be notified by email.

If you are invited to interview, it will last for approximately 45 minutes. All information will be provided to you in an invite to interview email. If you require any adjustments to support your attendance at an interview, please let us know.

If you have any queries about the position or the selection process please contact recruitment@elderpark.org.

Elderpark Staffing Structure April 2025



Elderpark Housing Association

65 Golspie Street

Glasgow

G51 3AX

Email: Recruitment@elderpark.org

Phone: 0141 440 6164

Driving directions to our office:

https://www.youtube.com/watch?v=z566yYSscZg