



## APPLICATION FOR EMPLOYMENT

Rural Stirling Housing Association  
Stirling Road  
Doune  
FK16 6AA

PLEASE COMPLETE ALL SECTIONS  
CV will not be accepted.

The closing date for this application is **12 noon, Friday, 29<sup>th</sup> January 2021**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

The information provided within your application form will be processed in accordance with the General Data Protection Regulations. Please note that the first 3 pages and the Equal Opportunities Monitoring form **will not** be shown to the shortlisting panel.

**1. Position applied for: Housing Services Adviser**

Where did you see this post advertised?

### 2. PERSONAL DETAILS

Surname:	Forename(s):	Title:
Address:		
		Postcode
Telephone (daytime):	Telephone (evening):	
Mobile:	Email:	

**3. ASYLUM & IMMIGRATION ACT 2006**

The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the UK. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK. Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document [or combination of documents] indicated by the Act.

Do you currently have the right to work and live in the UK? **YES/NO** (please delete as appropriate)

**4. REFERENCES**

Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Rural Stirling Housing Association does not accept references from family members.

**Referees will not be approached prior to a conditional offer being accepted.**

Reference 1 (Present or most recent employer)	Reference 2 (If appropriate)
Name:	Name:
Address:	Address:
Occupation:	Occupation:
Telephone No:	Telephone No:
e-mail:	e-mail:

**5. AVAILABILITY**

Are you available on the proposed interview date? Yes  No

Notice period required?

**6. Equality Act 2010**

We are committed to being an Equal Opportunities Employer. If you have a disability as defined in the Equality Act 2010, are there any arrangements that would assist you in attending an interview? Please provide details below.

**7. DATA PROTECTION ACT 2018**

Information from this application will be processed for purposes permitted under the General Data Protection Regulations. You have, on written request, the right to access all personal data Rural Stirling Housing Association holds about you.

Information about how your data is used, and the basis for processing your data is provided in Rural Stirling Housing Associations Fair Processing Notice.

**8. REHABILITATION OF OFFENDERS ACT 1974**

Due to the nature of our business, Rural Stirling Housing Association may require you to undertake a Disclosure Scotland Record Check for some posts. The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a 'rehabilitation period'. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are 'spent' under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer.

If selected for interview, you will be required to complete a Criminal Convictions Declaration Form which will only be reviewed if an offer of employment is being made.

**9. DECLARATION**

I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed:**

**Date:**

**10. EDUCATION AND QUALIFICATIONS**

Please give details of Qualifications obtained (N.B. you are not required to indicate any dates in this section, only details of your education and qualifications)

Secondary Education

Further/Higher Education (University or further education establishment)

Other Courses Attended

**Additional Information:**

Professional Qualification held:

Membership of Professional Body:

Level of Membership Held:

**11. PRESENT EMPLOYER (or if unemployed, details of last employer)**

Name & Address of Employer	Date From:		Date To:	
	Position Held:			
	Salary and other benefits/payments			
	Notice Required:			
	Reason for Leaving:			

Description of Current Duties:

**12. PREVIOUS EMPLOYMENT DETAILS**

Please give details of your previous employment and any unpaid work or any other relevant experiences that you would like to mention, starting with the most recent:

Name & Address of Previous Employer(s)	From Month/Year	To Month/Year	Position Held, Main Duties and Reason for Leaving

**13. CANDIDATE MATCH WITH PERSON SPECIFICATION**

Please describe how your experience, skills and knowledge would enable you to meet the Person Specification for this post. You should try to show evidence in this section of how you satisfy the criteria as defined in the Person Specification.

PERSONAL ATTRIBUTES/SKILLS	D = Desirable E = Essential	Evidence
<b>EXPERIENCE</b>		
Experience of succeeding in a role with a wide range of tasks and responsibilities.	<b>E</b>	
Experience of working in a customer focused environment	<b>E</b>	
Excellent customer care and communication skills; demonstrable enthusiasm and commitment to work with customers, in writing, face to face and on the telephone	<b>E</b>	
Excellent interpersonal skills to deal with a range of customers, partners, contractors, colleagues and Board members.	<b>E</b>	
Excellent ICT skills, including use of Microsoft Office & EXCEL applications, ability to prepare emails, letters, and present data in a readable format.	<b>E</b>	
Previous experience of putting the customer first	<b>E</b>	
Able to organise own workload to meet deadlines but also able to ask for support when necessary	<b>E</b>	
Ability to maintain confidentiality when handling personal and sensitive information	<b>E</b>	

<b>EXPERIENCE</b>		
Experience of actively working to support staff and deliver first class services	<b>D</b>	
Experience of team working in a busy office environment and/or administration services	<b>D</b>	
Experience of complaints handling	<b>D</b>	
Previous relevant experience in a customer-focused environment working as part of a larger team	<b>D</b>	
An understanding of the role of Registered Social Landlords and the social housing sector	<b>D</b>	
Previous experience of working in a Housing or Maintenance environment	<b>D</b>	
Previous knowledge of SDM Housing management software.	<b>D</b>	
High standards of literacy, with fastidious attention to detail	<b>D</b>	
Ability to understand procedures and policies and the ability to communicate these confidently with others	<b>D</b>	
Ability to exercise good judgement based on information from a range of sources.	<b>D</b>	
An awareness of the Health and Safety requirements in a repairs and maintenance environment.	<b>D</b>	



QUALIFICATIONS/OTHER REQUIREMENTS		
Higher Grade examination results to include English	<b>E</b>	
Driving and access to own car is a desirable requirement of the post	<b>D</b>	
Occasional evening and weekend work may be a requirement of the post	<b>D</b>	

**14. ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION**

**15. RELATIONSHIP TO STAFF MEMBERS**

If you are related to any employee of Rural Stirling Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details:

**16. RELATIONSHIP TO BOARD MEMBERS**

If you are related to a Board member of Rural Stirling Housing Association or anyone who has been a Board member in the last 12 months, please provide details:

17. USE OF CAR	
Do you own a car?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have a full, clean driving licence?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you insured for Business purposes?	Yes <input type="checkbox"/> No <input type="checkbox"/>

18. CANVASSING
Canvassing directly or indirectly in connection with this appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

19. CONFIRMATION OF QUALIFICATONS
If selected for interview you will be required to provide evidence of the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

When completed this form can be returned by e-mail to: [susan@rsha.org.uk](mailto:susan@rsha.org.uk)

Or by post to:

**Private and Confidential**  
**Susan Mackay**  
**Rural Stirling Housing Association**  
**Stirling Road**  
**Doune**  
**FK16 6AA**

*(Please affix the required postage for weight/size of envelope if returning by post. Please mark Private and Confidential)*

*(If returning the application form by e-mail please note that there is no need to also post a hard copy. If shortlisted, you will be asked to sign your application form at interview.)*

**Please note that the closing date for receipt of applications is 12 noon, Friday, 29<sup>th</sup> January 2021.**



**Private and Confidential**

**Office Use Only**  
Application No:

None

Prefer not to say

**6. Sexual Orientation**

**Would you describe yourself as (please tick):**

Heterosexual

Lesbian

Gay

Bisexual

Prefer not to say

**7. Where did you see the post advertised?**

**Thank you for your co-operation**