

Date : As Postmark



Dear Applicant

**Technical Services Admin Assistant (Rothesay) - Full-time**

Thank you for your enquiry about the above vacancy.

I have pleasure in enclosing the following documents:

- Application Form
- Equal Opportunities Monitoring Form
- Job Profile & Person Specification
- Behavioural Competency Framework
- Conditions of Service
- Transparency and Privacy Statement

The starting salary for this post will be £21,840.00 per annum with opportunity to move along the pay range to £27,170.00 depending upon performance. The post is 35 hours per week and the working hours will normally be 9am to 5pm – Monday to Friday, with flexibility required to cover absence.

Please note that the **closing date** for returning applications is **noon on Thursday 12<sup>th</sup> December 2024**.

If you are shortlisted the interview date is scheduled for **Wednesday 18<sup>th</sup> December 2024**.

CV's will **not** be accepted. However, please feel free to add additional pages to the application form if you wish to provide additional information.

Completed applications should be returned clearly marked "Private & Confidential – for the attention of Business Services Administrator."

We will only acknowledge receipt of applications if specifically requested to do so.

Thank you for your interest in Fyne Homes and I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John MacCallum', written over a horizontal line.

John MacCallum  
Technical Services Manager



## IN CONFIDENCE

PLEASE COMPLETE ALL SECTIONS  
**CVs will not be accepted**

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 Data Protection Act 1998. Please note that the first two pages will not be shown to the short-listing panel.**

Post Applied for: **Technical Services Admin Assistant - Rothesay**

Closing date for receipt  
of application is: **Noon Thursday 12<sup>th</sup> December 2024**

**Applications received after this time will NOT be considered.**

### ***Personal Information***

Title:                      Surname:                      First Name:

Address for Correspondence:

Postcode:

Private Telephone Number:

Mobile Number:

E-mail Address:

Your Daytime Telephone Number  
(on which a message may be left):

What is your notice period, if applicable?

**Assistance for people with disabilities**

We are committed to being an Equal Opportunities Employer and do not discriminate. If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt for you, if you are called to interview or if successfully employed? Please give details below.

**Referees**

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. Fyne Homes does not accept references from family members.

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

Name:	Name:
Job title:	Job title:
Company:	Company:
Address:	Address:
Postcode:	Postcode:
Email:	Email:
Tel No:	Tel No:

**Immigration Asylum and Nationality 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 EU?

**YES/NO**  
(please delete as appropriate)

**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 discovered subsequently 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:** \_\_\_\_\_

Post Applied For: Technical Services Admin Assistant - Rothesay

**Secondary Education (please list subjects passed)**

Standard/O'Grade or equivalent	Grade	Higher Grade or Equivalent	Grade

**Further Education**

University or Further Education Establishment	Course(s) & Subjects Studied	Degrees, Diplomas, Certificates Obtained	Date obtained

**Professional Qualifications**

Name of Awarding Body	Qualifications Obtained, Membership of Professional Institution etc	Date obtained

**Training Courses**  
*(Please give details of any relevant short courses or training undertaken)*

Course(s) Undertaken	Provider(s)

**Computer Skills** *(please detail your practical experience)*

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**Driving Licence**

- Do you possess a full current driving licence?      **YES/NO** (please delete as appropriate)
- Do you have access to a car for work purposes?      **YES/NO** (please delete as appropriate)
- Are you insured for business purposes?      **YES/NO** (please delete as appropriate)

**Present or Most Recent Employment**

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

Nature of Post (please describe your main duties):

**Employment History (list in order with most recent post first)**

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

*Please continue on a separate sheet if necessary.*

**Employment with Fyne Homes**

Fyne Homes wishes to compare your experience, skills and knowledge with its requirements. You should, therefore, try to show in the following part of the form how you satisfy these. This does not have to be from paid work but can be from other experience. The Selection Panel will consider candidates who do not meet all the requirements, therefore please complete all sections as appropriate.

Summary of relevant admin experience	
Summary of any other relevant experience	
Demonstrate your ability to provide quality customer service.	
Demonstrate your ability to communicate effectively	



Demonstrate your ability to proactively manage your own workload	
Demonstrate your ability to deal with challenging situations	

**Additional Information**

*Please provide any relevant information not covered elsewhere on this form, which may include other activities e.g. voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post. Please continue on a separate sheet if required.*

**Relationship to Staff Members**

If you are related to any employee of Fyne Homes 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:

**Relationship to Committee Members**

If you are related to a Committee member of Fyne Homes or anyone who has been a Committee member in the last 12 months, please provide details:

**Rehabilitation of Offenders Act 1974**

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 that will only be reviewed if an offer of employment is being made.

**Canvassing**

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

**Confirmation of Qualifications**

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

**Advertisement Source**

Where did you see this post advertised? \_\_\_\_\_

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**When completed this form should be returned by e-mail to:**

**[postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk)**

**Or by post marked Private & Confidential to:**

Business Services Administrator  
Fyne Homes Ltd  
81 Victoria Street  
Rothesay  
Isle of Bute  
PA20 0AP

*(Please affix the required postage for weight/size of envelope if returning by post)*

*(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 the closing date for receipt of application is noon Thursday 12<sup>th</sup> December 2024**



**FYNE HOMES LTD**

**JOB PROFILE**

Job Title	<b><u>Technical Services Admin Assistant</u></b>
Reports to	Technical Services Admin Team Leader
No. of direct reports	None
No. of indirect reports	None

<b>Job Purpose</b>
To provide administrative and clerical support to the Technical Services Department, taking direction from Technical Services Admin Team Leader (TSATL). This role contributes to the overall provision of an efficient and effective service complying with Fyne Homes policies and procedures.
<b>Key Accountabilities</b>
<ol style="list-style-type: none"> <li>1. Dealing with resident repair enquiries either face to face at reception, by email or by phone.</li> <li>2. Recording, processing and completing repair works orders, defects and any accompanying information to all external contractors.</li> <li>3. Recording, processing and completing works orders for in house operatives.</li> <li>4. Processing and completing repair invoices in conjunction with authorised signatories and Finance Dept.</li> <li>5. To provide administrative support to the Technical Services Director and all Technical Services staff to include typing of correspondence, reports, maintaining databases, etc.</li> <li>6. Carry out filing and archiving as and when required.</li> <li>7. Assisting with the processing of Gas Servicing records, Invoices</li> <li>8. Assisting with collating Approved Contractor's documentation.</li> <li>9. Carry out reception duties as and when directed including dealing with incoming and outgoing mail.</li> <li>10. Collate and circulate Fyne Homes 24hour call-out report.</li> <li>11. Deal with void properties in line with policies &amp; procedures.</li> <li>12. Provide administrative support in the delivery of the Fyne Homes Factoring Service</li> <li>13. Arrange appointments and provide administrative support to assist in the delivery of Fyne Homes Electrical Safety works</li> </ol>

## Knowledge and Skills

### **Essential**

- Good general education – with certified success in English and Maths.
- A good knowledge of general word-processing, spreadsheets, databases, etc.
- Good communication skills – written, telephone & face to face.
- At least **6** months experience of working in a customer service environment.
- Willing to learn new techniques and new technology.
- Good organisational skills.
- Willing to work as part of a team.
- Ability to work under pressure at times of heavy workload.

### **Desirable**

- Previous experience in invoice processing.

## Behavioural Competences

Teamwork  
Takes Ownership  
Communication  
Customer Service  
Adaptation to Change

## Contacts

### **Internal**

All staff internally within Fyne Homes

### **External**

Contractors, tenants, owners, suppliers, partner organisations

## **Additional Factors**

**Complexity and Creativity**

- Post holder will be expected to deal with numerous queries and requests from tenants, owners, contractors etc.
- Good organisational skills
- Work is routine in nature but varied.
- Guidance and support available from colleagues and managers.
- Required to always be polite when dealing with customers, remaining calm and confident when dealing with challenging tenants or situations.
- Required to work within established policies and procedures.
- Good understanding of the Scottish Housing Regulator Charter Indicator requirements

**Judgment and Decisions**

- Post holder will work with supervision from TSATL.
- Judging the type of repair which the tenant is reporting, ie. routine, urgent, emergency.
- Required to use initiative when dealing with customers to ensure they are being dealt within a professional and polite manner.
- Required to ensure contractors receive the correct information to enable to carry out their duties in line with HA policies and procedures.

**Working conditions and additional information**

- Job will be mainly office based although visits to other areas for contractor and consultant meetings may be required.

Signed:  (For and on behalf of Fyne Homes Ltd)	Date:
I agree to the above terms and conditions.  Signed: (Employee)	Date:



### Technical Services Admin Assistant Person Specification

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW TO TEST?</b>
<b>EDUCATION</b>	Good general education,	Educated to standard grade (o level) in English and maths	Application & evidence of certificates
	Prepared to undertake training as required.		
<b>EXPERIENCE</b>	Experience of working in office administration	Experience of collating reports	Application and interview
	Experience of working within a team, as well as using own initiative	Experience of minute taking	
	Delivering front line customer focused service to tenants and general public	Awareness of property maintenance	
<b>KNOWLEDGE</b>	Proven ability in the use of Microsoft Office package (Word and Excel)	Experience in making appointments and compiling a programme of appointments	Application & interview
<b>SKILLS &amp; ABILITIES</b>	Be self motivated and able to work unsupervised and to prioritise work schedule	Ability to multi-task and be able to cope with changing circumstances and demands.	Application and interview
	Efficient and reliable and the ability to remain calm		
<b>INTERPERSONAL &amp; SOCIAL SKILLS</b>	Able to resolve difficult situations with challenging tenants	Awareness of the impact of own behaviour on others	Application and interview
	Ability to communicate effectively and politely with staff and tenants		
	Discreet and tactful with an appreciation and commitment to confidentiality		

# CONDITIONS OF SERVICE INFORMATION



**November 2024**

**Post:** Admin Assistant (35 Hours)  
**Department :** Technical Services

## **SALARY SCALES**

The salary scale applicable to the post is: £21,840.00 to £27,170.00 per annum (pro-rated for part time).

Progression through the scale will be performance related.

Salaries are reviewed annually in April

Provided six months' service within the grade has been completed, salary reviews are conducted annually and any applicable change to salary is normally applied on 1 April each year, subject to performance rating in post.

## **PROBATIONARY PERIOD**

For new starts, confirmation in post will be dependent upon satisfactory completion of a six month probationary period.

## **ALLOWANCES**

A mileage allowance is payable for staff using their own vehicles on Association business. This is paid at Inland Revenue Authorised Mileage Rates.

## **METHOD OF PAYMENT**

Salary is paid monthly on the last Thursday of each month by direct credit transfer into the employee's bank or building society account.

## **PENSION**

All permanent employees have access to the Scottish Housing Associations Pension Scheme. This is a Defined Contribution scheme and both Fyne Homes as your employer and you will make contributions to the scheme based on a % of your earnings. This may be varied as part of a salary sacrifice arrangement and may be adjusted annually. Staff can contribute as much as they would like, Fyne Homes' contribution is limited to 12%. Further details will be available from the Business Services Director.



## HOURS OF WORK

Full-time, office-based staff work 35 hours per week.

Normal working hours are 9am to 5pm, Monday to Friday. There will be a requirement for flexibility with working hours to cover annual leave etc.

## SICKNESS ALLOWANCE

All permanent employees are entitled to sickness allowance as follows: -

In any one rolling period of 52 weeks, we will pay a sickness allowance in line with the following scale:

Continuous service on the day your sickness absence starts	Period of Full Pay	Period of Half pay
Up to 1 year	5 weeks	5 weeks
Over 1 and under 2 years	9 weeks	9 weeks
Over 2 and under 3 years	18 weeks	18 weeks
Over 3 and under 5 years	22 weeks	22 weeks
Over 5 years	26 weeks	26 weeks

## LEAVE

The leave year runs from 1 April to 31 March. The annual leave entitlement for full-time staff is 40 working days of which 15 days are fixed by the Association.

## NOTICE PERIODS

By the Employee : 4 weeks  
By the Association :  
continuous employment under 4 years 4 weeks  
continuous employment over 4 years 4 weeks plus 1 week for each complete year of service after the first 4 up to a maximum of 12.

## OUTSIDE WORK

Outside work on any matter connected with official duties is not permitted. Prior permission must be obtained from the Association before any outside work is undertaken.

## SMOKING

A no smoking policy is observed at the Association's offices and in transport associated with Fyne Homes.

### **INTERVIEW EXPENSES**

Where applicants are required to travel to attend interview, the Association will reimburse reasonable travel incurred. All expense claims other than car mileage must be supported by receipts.

No expenses will be paid where an applicant withdraws or refuses an offer of employment.

# Fyne Homes Competence Framework Expected Behaviours For All Staff

Behaviour Definition	ALL STAFF	
	Examples of behaviours where effectiveness is demonstrated	Examples of behaviours where development is required
<p><b>TEAMWORK</b></p> <p>This competency implies the intention of working co-operatively with others, to be part of a team, to work together as opposed to working separately or competitively. It requires the creation and maintenance of genuine, positive, professional and trusting working relationships with colleagues and clients. At all levels it means working as a team, supporting others, sharing information and building positive relationships both within Fyne Homes and with external clients.</p>	<ul style="list-style-type: none"> <li>• Is always approachable and builds rapport with colleagues.</li> <li>• Considers the team's objectives before their own personal objectives.</li> <li>• Is open to feedback and accepts it positively.</li> <li>• Offers constructive feedback in a way, which makes it acceptable to others.</li> <li>• Rises above personal team conflicts in order to achieve team goals.</li> <li>• Makes time to support their colleagues.</li> <li>• Is always willing to 'roll up their sleeves' and help colleagues.</li> <li>• Is keen to learn from others and to help others learn.</li> </ul>	<ul style="list-style-type: none"> <li>• Is reluctant to help colleagues and has difficulty relating to colleagues.</li> <li>• Puts own objectives before team objectives.</li> <li>• Fails to support other team members.</li> <li>• Has a defensive attitude and is reluctant to accept feedback.</li> <li>• Allows personal conflicts to get in the way of team goals.</li> <li>• Does not consult with colleagues.</li> <li>• Refuses to do any task which they view as outwith their remit.</li> </ul> <p>Is only concerned with their own development</p>

Behaviour Definition	ALL STAFF	
	Examples of behaviours where effectiveness is demonstrated	Examples of behaviours where development is required
<p><b>TAKES OWNERSHIP</b></p> <p>This is about acting in a way that is consistent with what one says or values and the expectations of Fyne Homes. It requires a demonstration of commitment to openness and ethical values such as honesty, honour and reliability. It includes being transparent and truthful whilst engaging with all people.</p>	<ul style="list-style-type: none"> <li>• Accepts personal responsibility for own actions</li> <li>• Maintains commitments and completes undertakings</li> <li>• Accepts and learns from their mistakes.</li> <li>• Takes ownership of any issues/problems highlighted by customer and if at all possible ensures they are resolved</li> <li>• Takes a "get it right first time attitude" to everything</li> </ul>	<ul style="list-style-type: none"> <li>• Passes responsibility to others inappropriately</li> <li>• Lets people down by not maintaining commitments</li> <li>• Does not respect confidentiality</li> <li>• Passes the buck</li> <li>• Lets someone else solve the problem "It's not my problem"</li> </ul>

Behaviour Definition	ALL STAFF	
	Examples of behaviours where effectiveness is demonstrated	Examples of behaviours where development is required
<p><b>COMMUNICATION</b></p> <p>Being able to communicate in the work environment is essential. This competence reflects the ability to influence and communicate with others both within and beyond Fyne Homes, including individuals, groups, external bodies or markets to gain buy-in or co-operation. It includes speaking up for what you believe is best for the business. Outstanding performers not only ensure that the formal presentation is impressive and the business logic lucid and unassailable, but also lobby, use third parties, find sponsors and champions, actively network and think through the approaches that are most likely to succeed in positioning their objective as well as Fyne Homes position.</p>	<ul style="list-style-type: none"> <li>• Communication is accurate and easy to understand by the receiver.</li> <li>• Communication is concise.</li> <li>• Communication is grammatically correct.</li> <li>• Actively listens to clarify questions and issues.</li> <li>• Uses questions to check understanding.</li> <li>• Avoids using jargon when explaining technical issues.</li> <li>• Provides explanation when the use of jargon is unavoidable.</li> <li>• Adapts their language to the needs of the listener.</li> <li>• Issues are raised in a sensitive way without causing offences.</li> <li>• Applies the organisation's policy on confidentiality of information</li> <li>• Communicate positive body language and vocal cues</li> <li>• Communicates the correct attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Communication is inaccurate or misleading.</li> <li>• Communication is rambling or long-winded.</li> <li>• Grammar is used incorrectly.</li> <li>• Does not pick up key points.</li> <li>• Uses jargon unnecessarily and without explanation.</li> <li>• Is tactless when raising issues.</li> <li>• Uses the same approach regardless of the audience.</li> <li>• Does not comply with the Organisation's policy on confidentiality of information</li> <li>• Concentrates only on the words you speak not the body language or vocal cues</li> <li>• Comes across as being negative, unhelpful, uncaring etc</li> </ul>

Behaviour Definition	ALL STAFF	
	Examples of behaviours where effectiveness is demonstrated	Examples of behaviours where development is required
<p><b>CUSTOMER SERVICE</b></p> <p>We are committed to excellent customer service through the provision of high quality, reliable services in which our clients come first. We are committed to listening to them and responding to their needs accurately, promptly and fully. We will act on feedback to improve the services they receive. We will deliver on promises and do what we say we will. We will set and publicise our aims, objectives and targets, whilst making the best use of resources.</p>	<ul style="list-style-type: none"> <li>• Always puts clients first.</li> <li>• Establishes friendly but business-like relationships with clients.</li> <li>• Displays a positive impression of their team and Fyne Homes by being helpful at all times.</li> <li>• Displays an understanding of client's needs and expectations.</li> <li>• Promises made to clients can always be delivered.</li> <li>• Ensures clients are informed and updated on progress.</li> <li>• Remains patient and calm even when dealing with difficult calls or face-to-face situations.</li> <li>• Value their internal clients as well as external clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not regard clients as their highest priority.</li> <li>• Does not attempt to build rapport with clients.</li> <li>• Only does the minimum required of them.</li> <li>• Does not try to see things from the client's perspective.</li> <li>• Fails to deliver on promises.</li> <li>• Keeps clients in the dark on progress.</li> <li>• Is disrespectful and impatient when dealing with difficult call or face-to-face situations.</li> <li>• Is unhelpful to internal clients.</li> </ul>

Behaviour Definition	ALL STAFF	
	Examples of behaviours where effectiveness is demonstrated	Examples of behaviours where development is required
<p><b>ADAPTATION TO CHANGE</b></p> <p>Fyne Homes works in a changing environment and has to embrace these changes. In order for the Association to be successful, individuals will need to actively support change, be as flexible and adaptable as possible, pre-empting change where required, adopt change as a positive thing, and be creative, innovative and resourceful. Leaders as well as demonstrating all of these must be able to actively encourage all of these behaviours in others and lead others through change.</p>	<ul style="list-style-type: none"> <li>• Sees change as a positive thing and an opportunity</li> <li>• Actively supports change to colleagues</li> <li>• Shows flexibility and adaptability when trying out any new system or process</li> <li>• Proactively looks at continuous improvement, suggesting better and more efficient ways of doing things.</li> <li>• Shows commitment to the long term goals of the Association</li> </ul>	<ul style="list-style-type: none"> <li>• Sees change as a negative thing</li> <li>• Demotivates colleagues by portraying a negative attitude towards change and openly discussing issues in a negative way</li> <li>• Shows no or little flexibility or adaptability to anything new; digs their heels in, creating barriers, to prevent the new system from working.</li> <li>• Sits back and focuses on the present discouraging anything new</li> <li>• Waits for others to come up with new ideas</li> </ul>



## FYNE HOMES

### HOW WE USE YOUR PERSONAL INFORMATION

We, Fyne Homes, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), Daradjeet Jagpal, who ensures that we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at [fynedpo@infolawsolutions.co.uk](mailto:fynedpo@infolawsolutions.co.uk); telephone on 07848 171 635; or writing to: The Data Protection Officer, 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP.

You can also contact us by: e-mail at [postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk); telephone on 0345 607 7117; or writing to: Fyne Homes, 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP.

**Your attention is particularly drawn to section 3 of this statement, which confirms that you consent to your personal information and sensitive personal information being held and used by us as described in section 2 of this statement.**

#### 1. What personal information do we hold and use about you?

While we anonymise applications for employment prior to assessment, we may need to hold and use the personal information that you provide to us as part of your application and / or other personal information that we may obtain about you from you (for example, during an interview) and from third parties (including referees). This includes your:

- name;
- contact information;
- age;
- gender;
- identification documentation, such as your passport and / or driving licence;
- employment history and experience, including job titles, duties, salaries and skills gained;
- education, qualifications, training courses completed and professional memberships held (including copies of certificates);
- responses to questions in the application form which allow us to compare your experience, skills and knowledge with our requirements;

- relationship (if any) to our staff, Committee members, suppliers, consultants or contractors;
- hobbies and interests;
- referees' names, contact details and job titles;
- nationality and immigration status and right to work in the UK (including relevant supporting documentation);
- sensitive personal information about your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions (where you choose to share this with us as part of your application); and
- criminal records information, including Disclosure Scotland and / or Protecting Vulnerable Groups scheme checks (if relevant to the position that you are applying for).

The law requires you to provide certain of the above personal information to allow us to verify your right to work in the UK and to assess your suitability for the position applied for. If you do not provide us with this personal information, we may not be able to process your application successfully and / or take it further.

## **2. Why do we hold and use this personal information about you?**

We hold and use this personal information to:

- carry out the recruitment process and assess your application for employment;
- verify the qualifications information provided by you;
- verify the criminal records information provided by you;
- carry out right to work and other statutory background checks;
- shortlist for and arrange an interview with you (if applicable);
- comply with legal requirements when arranging an interview with you (if applicable);
- comply with our equal opportunity monitoring obligations;
- communicate with and inform you of the outcome of the recruitment process;
- obtain references about you from your referees (if applicable); and
- protect and defend our legal rights in the case of a dispute between us.

## **3. What is our legal basis for holding and using your personal information?**

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include:

- complying with the laws that apply to us, such as to check your eligibility to work in the UK and to make appropriate adjustments to comply with disability discrimination and accessibility laws when arranging an interview with you (if applicable);
- taking steps to enter into an employment contract with you, if your application is successful; and
- protecting our legitimate interests – in the highly unlikely event that we do not have another legal reason, we may have a legitimate interest in handling and using your personal information. In those circumstances, we will always consider your legitimate interests in the protection of your personal information, and will balance those against our own legitimate interests in handling and using your personal information for the purposes described in section 2 of this statement.

In very limited circumstances, we may rely on your consent as the legal reason. By providing us with your personal information and sensitive personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious

or other similar beliefs and / or political opinions) and the personal information and sensitive personal information of other individuals (including your referees), you:

- consent to it being used by us as described in section 2 of this statement; and
- confirm that you have informed the other individuals if they are of 12 years old and above of the content of this statement and they have provided their consent to their personal information and sensitive personal information being used by us as described in section 2 of this statement.

You and the individuals have the right to withdraw your consent to us holding and using your and their personal information and sensitive personal information by contacting us. Once you / they have withdrawn your / their consent, we will no longer use your / their personal information and sensitive personal information for the purpose(s) set out in section 2 of this statement, which you originally agreed to, unless we have another legal reason for doing so.

#### **4. Who do we share your personal information with?**

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- our consultants, advisers and IT service providers;
- our solicitors;
- your referees; and
- Disclosure Scotland.

#### **5. How long do we keep your personal information?**

We keep the personal information that we obtain about you during the recruitment process for no longer than we need to meet any legal, accounting, reporting or regulatory requirements.

We keep recruitment information (including interview notes) for 12 months after the recruitment process has been completed. We will only keep recruitment information for longer than this if your application for employment is successful (we will only keep the recruitment information that is relevant to your employment).

We may also retain your personal information if you indicate to us that you wish us to do so in case a further similar opportunity arises in the future.

More information is contained in our data retention policy, which is available by contacting our DPO.

#### **6. What rights do you have in relation to your personal information that we hold and use?**

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of any changes. Under certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold about you.



- Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).
- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws.
- The transfer of your personal information to another organisation, for example, the transfer of your training record to a future employer.

You can also object to us holding and using your personal information where our legal reason is a legitimate interest (either our legitimate interests or those of a third party).

Please contact our DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

## **7. Feedback and complaints**

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

## **8. Updates to this statement**

We may update this statement at any time, and we will provide you with an updated version when required to do so by law.

Last updated: May 2018