



## Hanover Scotland Housing Association Ltd

### Job Applicant Information

Thank you for responding to our advertisement for our job vacancy.

In order to assist in your application the following information is provided:

- Background Information for Applicants for Employment;
- Additional Candidate Information, Recruitment Check Information;
- Disability Symbol Guidelines for Candidates;
- Job Description (Separate attachment)
- Shift Pattern (if applicable to post – Separate attachment);
- Summary Conditions of Employment (Separate attachment);

The job application form should be completed **in full** as incomplete applications, CV's and references to CV's will **not** be considered. Please complete the application form legibly in black ink or type. You may support your application with numbered additional sheets if you believe this is necessary. Please remember to write the name of the post you are applying for, and the job reference number, on the application form.

The job application form should be marked PRIVATE AND CONFIDENTIAL and returned to the HR Department, Hanover (Scotland) Housing Association Ltd, 95 McDonald Road, Edinburgh EH7 4NS no later than 1200 midday on the closing date or emailed to [recruit@hsha.org.uk](mailto:recruit@hsha.org.uk) by this time. Application Forms received after noon on the closing date will not be considered.

The information that you provide in your application form will be used for selection purposes only. Applications will be matched to the person specification for the post in order to select a shortlist of candidates for interview and will also form the basis of the interview.

Due to the volume of applications we receive, it is not possible to reply individually. Invitations for interview will normally be issued within 3 weeks of the closing date. If you have not been invited to interview by this date you have been unsuccessful in this instance.

If, after interview, you are selected as the preferred candidate for the post we will ask you to supply referee names and addresses and other relevant information as required for the post. Please read the attached additional information sheet on Reference and Fit Person Checking, Criminal Records Disclosure and PVG Scheme Membership (adults) for further information and refer to the job advertisement for the requirements of the post.

We look forward to receiving your application and hope the above is of assistance to you.

## **Background Information for Applicants for Employment**

### **1. Introduction**

This information provides you with background information concerning the Association, its structure and activities.

The enclosed Job Description outlines the responsibilities and duties of the post for which you have applied.

Please complete and return the enclosed Application Form as instructed in the covering correspondence.

### **2. The Association**

The Association is a non-profit making body registered under the Industrial and Provident Societies Act 1965 and is controlled by a voluntary Committee of Management.

The Association's principal aim is to develop and manage housing and services for older persons throughout Scotland. At 1 April 2013, it managed **5,249** dwellings in rented, owner-occupied and shared-ownership properties, so extending services to as wide a range of clients as possible.

Our services include Sheltered, Very Sheltered and General Needs housing. Very Sheltered provision incorporates more intensive support for residents, including catering. We also provide care at home services to people in their own homes.

Hanover aims to provide the highest standard of service to all customers, enabling them to preserve individuality and independence in a dignified and supportive way.

The Association's Head Office is based at 95 McDonald Road, Edinburgh, whilst Area Offices are located in Edinburgh, Elgin and Glasgow.

### **3. Hanover's Departments**

#### **3.1 Chief Executive's Department**

This department supports the Chief Executive in carrying out her duties. The department's responsibilities include company secretarial matters and organisation development.

### 3.2 Business & Communications

This department is responsible for Corporate Communications, the Telecare Service, Business Development and Information & Communications Technology (ICT).

The Corporate Communications activities include marketing, public relations and promotion of the Association's activities through a number of channels including the Association's conference centre (The McDonald Rooms).

Hanover Telecare is the Association's social alarm service and it was established in 1987. The service connects and provides services to clients living in their own homes via its call centre based in Hanover's Head Office. Operators are available all day every day to respond to emergency and other calls from clients.

The Business Development function assists the Association in locating and managing business opportunities.

The ICT Section supports a modern computer infrastructure which delivers services to over 120 Hanover locations throughout Scotland.

### 3.3 Finance & Risk Management

This department covers all aspects of financial and management accounting services to the Association and its customers, as well as its risk management, including insurance. The association's overall income (rents, service charges, fees and grants) and expenditure (repairs, maintenance, salaries, utilities, services and purchasing) are managed by this department.

### 3.4 Housing & Care Services

This Department is responsible for the management of the Association's housing stock as well as its own care and support services in a way which will ensure customer satisfaction and best value. General management is based at Head Office whilst substantial responsibility for service provision is devolved to Area Offices in Edinburgh, Glasgow and Elgin.

Hanover aims to provide the highest quality of housing services and support facilities to residents and service users. Staff on developments have a key role in achieving these objectives.

Departmental objectives include an ongoing consultative approach to both individual support and general aspects of service delivery such as rents, service charges and management issues, as well as ensuring maintenance of a fair and equitable applications and allocations procedure and sensitive estate management of developments.

### 3.5 Human Resources

This department provides HR services to the organisation, including Recruitment, Organisational Development, Reward Management, Equalities, Health, Safety & Wellbeing and Learning & Development.

### 3.6 Property & Development

Property and Development is responsible for the maintenance, repair and upgrading of existing properties as well as the development of new housing to meet future housing needs.

## **4. General**

The Association is an equal opportunities employer and manages employment and housing services in a fair and equitable manner towards all persons.

Hanover currently employs 500 staff.

A No Smoking Policy is observed at all Association Offices.

[www.hsha.org.uk](http://www.hsha.org.uk)

## **Additional Candidate Information**

### **Recruitment Check Information**

If, following interview, you are selected as the preferred candidate for the post, a **conditional** offer of employment will be made. The necessary recruitment checks will then be undertaken. These checks include references, health assessment, and right to work in the UK.

Where relevant to the post, criminal records disclosure, qualification checks and registration checks will be carried out. This includes PVG (Protecting Vulnerable Groups) scheme membership (Adults), SSSC (Scottish Social Services Council) registration and membership of any other relevant professional or registered bodies.

All recruitment checks received will be considered thoroughly and must be deemed satisfactory before employment can be offered.

#### **All posts will require the following recruitment checks.**

##### **1. Reference Checking**

###### Employment References

- Contact details of your line manager/supervisor from your current employer or last employer where employment is not currently held. You may need to provide additional employment reference information from previous employers, if necessary. We seek employment references covering at least your last three years in employment.

###### Character Reference

- Contact details of a character referee who can confirm your good character and integrity.

##### **2. Health Assessment Questionnaire**

Being developed, but not yet in place.

##### **3. Right to Work in the UK**

Prevention of Illegal Working – Asylum and Immigration Act 1996 (Amended documentation checks effective 1 May 2004) sets out the law on the prevention of illegal working.

It is a criminal offence for an employer to employ someone who does not have permission to work in the United Kingdom. We will require to verify your proper immigration authorisation by checking relevant documentation giving this authorisation.

**In addition to recruitment checks 1 – 3 above, further checks may be required for the post for which you have applied. Please refer to the job advertisement/job description for details.**

#### **4. PVG (Protecting Vulnerable Groups) Scheme Membership**

The Protecting Vulnerable Groups Scheme has replaced Enhanced Disclosures for people that carry out regulated work with protected adults.

The Association is legally required to ensure that you are a member of the above scheme and to prohibit you from such work if you are not a member and/or listed as being barred from undertaking such work.

You in turn will commit an offence if you undertake or seek to undertake such work when not a PVG Scheme member or listed as barred.

The Association will observe its duties fully in respect of the above and any other PVG Scheme provisions.

Subject to the provisions noted above, we do not operate a blanket ban on the recruitment of ex-offenders.

If you are not currently a member of the PVG scheme, you will be required to apply and pay to join the Scheme via the Association as a registered body. As a registered body we will be invoiced for your fee and we will recover the cost of the fee over the first six months of your service by authorised deduction from your salary.

If you are a PVG Scheme member (adults) we will check your Scheme Record or Scheme Membership Statement. We reserve the discretion to receive a Scheme Membership Update if we consider this check necessary and will pay for the cost of this.

The above noted scheme documents disclose current and spent criminal convictions and in addition a wide range of civil and non conviction information.

#### **Data management**

We will ask preferred candidates to complete an application and will counter-sign and forward the document to Disclosure Scotland. The information disclosed to us will be used only for recruitment purposes and

will be securely destroyed in accordance with Disclosure Scotland's Code of Practice.

Copies of our Policies on **The Recruitment of Ex-Offenders** and **Storage and Retention of Disclosure Information** are available on request.

## 5. Criminal Records Disclosure

If you are applying for a post which requires Criminal Records Disclosure the following measure will apply:

The Rehabilitation of Offenders Act (ROA) 1974 allows ex offenders to disregard their convictions after certain periods of time have elapsed since the sentence. The time required for a conviction to be considered spent depends on the sentence. Prison sentences over two and a half years are **never** considered spent.

Where a conviction is considered spent ex-offenders are not legally required to disclose it.

However, the post for which you are applying is exempt from the ROA as it involves working in a care service as defined by the Regulation of Care Act (Scotland) 2001.

We are, therefore, legally entitled to ask applicants for details of all convictions, both spent and unspent.

A Standard Disclosure of Criminal Records is required for all Hanover posts working in a care service, but not carrying out regulated work.

A Standard Disclosure provides applicants and the Association with details of any spent and unspent conviction.

In exceptional cases Enhanced Criminal Records Disclosures will be required.

An Enhanced Disclosure contains **all** convictions, **as allowed** under the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 as amended:

- unspent convictions (all current or live convictions);
- spent convictions (those that can be treated, for employment purposes, as though they never existed, as explained above);
- **non-conviction** information held by a police force where the Chief Constable considers this relevant to the post.

The Association will pay for the cost of Disclosure.



Data management provisions are as noted in section 4 above

## **6. Registration with the Scottish Social Services Council (SSSC)**

The SSSC is statutorily responsible for maintaining in Scotland a Register of Social Services Workers who are deemed suitable and qualified to carry out their job.

The term 'Social Services Worker' is wide-ranging and includes most Association roles providing, supervising and managing care and housing support services.

If the post for which you have applied is subject to SSSC Registration you will require to be registered with the SSSC (or with another body sanctioned by the SSSC) as a condition of employment .

The process of registration is being phased-in gradually and you will be advised in advertisements and at interview of the requirement applicable to the post.

The Association has a staff qualifications programme designed to help employees meet the qualification criterion for SSSC registration.

## **7. Fit Person Checking**

Fit Person checking must be undertaken for designated posts in order to comply with the Regulation of Care (Scotland) Act 2001. The fitness test covers character, integrity, qualifications, skills and experience, together with physical and mental fitness. Preferred candidates for these posts will therefore be asked to give consent to contact their GP for a statement regarding their physical and mental ability to conduct the duties of the post.

Under the Regulation of Care (Scotland) Act 2001, persons who have received a sentence of imprisonment for more than 3 months, without the option of a fine, will be regarded as unfit and will therefore not be recruited to the particular post. This applies where a suspended or deferred sentence is concerned.

## **8. Qualifications/Professional Membership/Registration Details**

If the post for which you have applied requires qualifications and/or professional membership of a particular body/bodies this requirement will be noted in the person specification for the post. You will be required to submit your original qualification certificates and/or professional membership/registration details for verification.

## **Disability Symbol**

### **Guideline for Candidates**



#### **What this accreditation means**

Jobcentre Plus, part of the Department of Work and Pensions, has awarded this accreditation to the Association because of its commitment to employing disabled people, part of our equalities and diversity objectives.

#### **What is a disability?**

This is defined as a physical or mental impairment which has a significant and long term effect (12 months or longer duration) on a person's ability to carry out day to day activities.

To qualify as a disability, the person's impairment must have an affect on one or more of the following:

- Mobility;
- Manual dexterity;
- Physical coordination;
- Continence;
- Ability to lift, carry or otherwise move every day objects;
- Speech, hearing or eyesight;
- Memory or ability to concentrate, learn or understand;
- Perception of risk or physical danger;
- Severe disfigurement, with certain exceptions.

A 'reasonable adjustment' is an action an employer is required to take to enable a disabled person to take up or remain in employment.

#### **The Association's Commitment**

The Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

#### **How do I find out what is the minimum essential criteria for the post?**

Jobs packs can be obtained by phoning the Recruitment Line 0131 557 7430 (24 Hour Answer line), e-mailing [recruit@hsha.org.uk](mailto:recruit@hsha.org.uk), or visiting [www.hsha.org.uk](http://www.hsha.org.uk) to download a pack. Please quote the reference number given in correspondence.

Minimum criteria details are given in the job description and specification of the post contained in the job pack.

### **How do I advise the Association of my disability status?**

If you are a disabled person and wish to make use of this arrangement, please indicate this in the appropriate section on page 1 of the application form.

### **Further Information**

If you would like further information concerning the Disability Symbol, please contact the HR team by calling 0131 557 0598 or e-mailing [recruit@hsha.org.uk](mailto:recruit@hsha.org.uk).