



RECRUITMENT PACK – PROJECT OFFICER

Closing date: 12 Noon, Monday 5th February 2024

Interviews: Thursday 15th February 2024

BACKGROUND TO THE POST

Our History

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 businesses. With one of the most deprived areas in Scotland and one of the highest levels of child poverty, Bridgewater has an important role to play in the area.

We manage around 851 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, the elderly 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.

Care and Repair

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.

The Role

We are looking for a self-motivated, competent Project Officer to work within our Care & Repair Team. This is a fantastic opportunity for someone to work within a vibrant, modern, working environment with the chance to put your stamp on the role. The successful candidate will work with the Team and stakeholders, to deliver a high quality project management service to clients that are referred to our service by HSCP for essential adaptations to their homes. The Project Officer will work closely alongside the Project

Manager and colleagues to be a key figure in helping the organisation achieve strategic and contract objectives related to the service.

The ideal candidate will have experience of working in a part-paced project management role. A relevant qualification is essential. Direct Care & Repair experience is not essential although transferability to the sector must be demonstrated in the application. The ideal candidate will be customer-focused and comfortable working in a small team to deliver big outcomes.


The successful candidate will:

- Be educated to Degree, HND, HNC or equivalent level in an appropriate professional discipline.
- Be motivated and inspire team members to achieve excellent results and have the ability to work in a fast-paced environment, meeting deadlines.
- Have excellent, effective communication and people skills with a positive outlook and commitment to our customers.
- Show initiative and take ownership of tasks and will use initiative to make decisions.
- Have excellent IT Skills with an interest in improving IT systems for the benefit of customer services.
- Proven track record of delivering positive outcomes within a Repairs and Maintenance environment.

The Care and Repair service is an established part of a forward-thinking and engaged housing association, Bridgewater aim for a level of high performance, continuous improvement and excellent customer service that will drive the organisation to new heights. This is an exciting opportunity to be part of a great organisation, enthusiastic to make a positive change to the lives of our tenants and residents.

<https://www.carerepairenfrewshire.org.uk/>

<https://www.bridgewaterha.org.uk/>

Job Role / Description			
Job Details			
Job Title	Project Officer	Service Area	Care & Repair Team

Based	Primary office, Inchinnan and other locations as required. Hybrid working in place.	Hours of work	35 hours per week
Report to	Head of Corporate Services, Project Manager	Responsible for	Assisting in delivery of the Association's Care & Repair service.
Grade	EVH Grade 7	Date completed	Jan 2024
Points	22-25	Salary	£36,860-£40,475

Job Summary

Bridgewater Housing Association's commitment to its customers is to ensure all customers are dealt with in a supporting, respectful manner and they should feel valued at all points of contact with the Association. All roles within the organisation are required to support and assist the Association in achieving our strategic objectives and vision.

Bridgewater HA receives funding from three local authorities (Renfrewshire, East Renfrewshire and Inverclyde), to deliver Care & Repair services to homeowners and tenants of private landlords within each of the Local Authority areas. The Care & Repair Teams main aim is to provide a range of home adaptation and repair services to older and disabled homeowners and private tenants throughout Renfrewshire, East Renfrewshire and Inverclyde. These services are key to achieving the objective of enabling people to continue to live comfortably, safely and securely in their own homes.

The role of the Project Officer is to provide a high quality project management service that oversees home adaptations on behalf of relevant client groups. The Project Officer will act as the client's agent in providing comprehensive and effective management of the process, from first visit to discuss options through to practical completion of the adaptation works to a high standard.

You will contribute to the development of policies and procedures and by achieving personal KPIs, contribute to ensuring the Care & Repair team meets its objectives in compliance with such.

The Project Officer will deliver a customer focused service and will work collaboratively with others to identify and implement best practice, guaranteeing excellent delivery and sustainability of the full range of repairs and adaptation services that are currently provided.

The core skills are communication, organisation and having an enthusiasm and ability to plan and manage a challenging but rewarding workload with minimal supervision, experience of working within a customer focused environment and the delivery of excellent customer service. A sound technical background and knowledge of construction is required along with good analytical skills to consider difficulties and find solutions to them. A good level of verbal and written skills to communicate with vulnerable, non-technical clients and to produce specifications for issue to obtain competitive quotations for every client, is required for the role.

The job also involves working with a bespoke database system and a range of Microsoft Office packages so a reasonable degree of IT literacy is key.

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:
Performance	<ul style="list-style-type: none"> • Deliver the role of Project Officer by providing caring support and practical assistance for older and disabled people wishing to adapt their homes.

	<ul style="list-style-type: none"> • Contribute to the design and delivery of procedures & policies for the Care & Repair Team. • Ensure that you carry out operations in accordance with Care & Repair’s aims and objectives as agreed by the funding bodies. • Take ownership of and manage your case load and report on progress and performance • Demonstrate a flexible approach to your work • Contribute to the promotion of Care & Repair to ensure the service is sustained as an integral community service throughout Renfrewshire, East Renfrewshire and Inverclyde. • Identify and address any underperformance from contractors on the Associations Approved Contractors List and report the outcomes to the Project Manager in a timely manner • Ensure strict compliance with CDM Regulations • Respond to any complaints from service users and ensure that any learning resulting from these complaints are implemented
<p>Provide a comprehensive adaptation management service</p>	<ul style="list-style-type: none"> • Establish a trusting, supportive relationship with clients at every stage in the Care and Repair process. • Resolve customer issues and complaints on time, apply creative thinking to identify personalised solutions and apply relevant learning • Explain to clients the full range of housing options open to them. • Provide a technical assessment of the improvement or adaptation work required. • Utilise external, technical assistance (e.g. Building Control, Environmental Health, Architects, Surveyors) if/as appropriate. • Agree with clients the work to be undertaken and obtain tendered price for work. • Assist in securing the financial package for the work including Local Authority repair and improvement grants, client’s own/family savings, loans, insurance claims, trust and charitable donations.

	<ul style="list-style-type: none"> • On request of the clients, instruct work to proceed when a satisfactory financial package has been achieved. • Liaise with contractors and undertake regular visits to clients during work in progress. • Ensure that the work is completed to the client's satisfaction and help to resolve any difficulties that may arise as work progresses. • Arrange for any follow up services following completion of the works. • Maintain accurate, up to date records for each case.
Planning and Organising	<ul style="list-style-type: none"> • Participate in and influence the formulation of relevant and robust policies and procedures that support the desired outcomes of the team. • Be responsive to shifting priorities of the service on a day to day basis.
Value For Money	<ul style="list-style-type: none"> • Work in an efficient manner that delivers value for money for our customers • Identify efficiencies and communicate them to the Project Manager • Work within defined limits of financial authority
Relationship Building	<ul style="list-style-type: none"> • Work with contractors and colleagues to deliver a high quality service to customers • Engage with customers, staff and external agencies to assist in the provision of a comprehensive customer service • Carry out investigations in response to enquiries and complaints
Health and Safety	<ul style="list-style-type: none"> • Understand your responsibilities as an employee under Health & Safety legislation • Comply with the Association's Health and Safety policies and raise any unsafe conditions and practices to their line managers.

	<ul style="list-style-type: none"> • Ensure that all company activities are discharged in a safe manner, minimising risk at all times. • Understand how to manage and control health and safety risks in relation to your role • Ensure our Clients duty in relation to CDM regulations is met • Undertake H&S training as required to fulfil the full responsibilities of this role
Other	<ul style="list-style-type: none"> • To carry out any other duties which may be reasonably requested by the line manager and undertake any other duties subsequently allocated by the Association's management. • Contribute to the review and monitoring of services delivered ensuring they are effective 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. • Approach each day with reasonable flexibility to undertake any job functions as necessary and appropriate within the organisation. • Provide support to and attend to occasional emergencies and customer requests that may be out with normal office hours. • Attend training, seminars and conferences as and when required. • Attend and participate in team and other staff meetings. • Assist the Head of Corporate Services and Project Manager to examine existing systems / work practices with a view to continuous improvement. • Conduct any other reasonable tasks as directed by the Project Manager Head of Corporate Services and the CEO • The duties of the post will be reviewed and modified in line with the demands of the service.

Key Relationships	
Who?	Why?
Head of Corporate Services	Head of department.
Project Manager	Line Manager.
Leadership team	Colleagues / Senior Staff responsible for strategic planning.
Care & Repair Team	Team Members.
Finance & Corporate Services Team / Housing Services Team / Property Services Team	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.

Care and Repair Project Officer Person Specification

	Requirements	Essential	Desirable	Method of Assessment	
	Education/Qualifications & Professional Membership			Application	Interview
1	Educated to degree, HND or HNC or equivalent level in an appropriate professional factoring / building / housing / customer service qualification	X		✓	
	Skills & Abilities			Application	Interview
2	Ability to lead & work collaboratively		X		✓
3	Ability to work in a fast-paced environment and meet deadlines, using initiative to make decisions.	X			✓
4	Ability to work non-standard hours where required including at short notice		X	✓	
5	Good problem solving and decision-making skills; ability to think 'creatively' to solve difficult problems	X			✓
6	Ability to investigate and solve technical problems involving any of the relevant functions of adaptations.	X			✓
7	Ability to build positive and effective relationships with both internal and external stakeholders.	X		✓	✓
8	Excellent communication and interpersonal skills	X			✓
9	Demonstrate IT skills relevant to the post / job description	X		✓	✓
10	Strong organisational and administrative skills	X		✓	✓
	Experience/Knowledge			Application	Interview
10	Proven experience of working in a technical role.	X		✓	
11	Experience and record of successful delivery of a technical service with successful outcomes.	X		✓	
12	Sound technical knowledge of building construction/design/maintenance	X		✓	✓
13	Experience of conducting detailed site inspections and preparing descriptions of work	X		✓	
14	Experiencing of contract management.		X	✓	✓
15	Be numerate and able to plan and work within detailed budgets		X	✓	
16	Experience of working with council grants.		X	✓	
17	Contributing to team strategic plans and experience of delivering positive results with a strong focus on improvement and performance		X	✓	
18	Reasonable level of IT competence and experience of using Microsoft Office and database systems.	X		✓	
19	Strong organisational and administrative skills	X			✓

	Values/Attitudes			Application	Interview
20	Good understanding of equalities and data protection legislation, policy, and procedures		X	✓	
21	Professional customer focussed approach	X		✓	✓
22	Ability to work flexibly and effectively plan and prioritise workloads	X			✓
23	Pro-active and enthusiastic	X			✓
24	Accuracy and attention to detail particularly when working to tight deadlines.	X			✓
25	Always present a positive image both internally and externally	X			✓
26	Commitment to providing excellent customer service	X		✓	✓
27	Commitment to continuous improvement and quality in all aspects of work	X			✓
	Other Requirements			Application	Interview
28	Full driving licence and daily use of own car	X		✓	
29	Ability to deputise for Project Manager and other colleagues if required		X	✓	
30	Have proof of right to work in the UK	X		✓	

SUMMARY BENEFITS

Bridgewater Housing Association operates the following principal conditions of service:

Salary	Grade 7 £36,560 - £40,475
Contract Duration	Permanent
Hours	35 hours per week
Place of Work	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	1 month
Salary Payment Date	28 th 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.

2. 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 licence 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.

3. 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.

4. 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.

5. TRANSFERS OUTSIDE THE UK AND EUROPE

We will only store your information within the UK and EEA.

6. 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 at [y](#)

7. 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.

8. 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 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

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.