

CVG

Property Services Assistant



CLYDE VALLEY
GROUP





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Welcome

from our Property and Development Director



Dear Candidate,

I am delighted that you have taken the time to review this recruitment pack and are considering this exciting opportunity to join Clyde Valley Group as part of our Property Services team in such a pivotal role.

As Property and Development Director, I am proud to lead a directorate that plays a central role in delivering safe, warm, well-maintained homes and high-quality services for our customers. I have now been with Clyde Valley for over two years and have genuinely found it to be a great place to work; a place where colleagues and customers are at the heart of everything we do, and where people care deeply about making a positive difference.

This is a particularly exciting time to join us as we continue to strengthen our approach to repairs, voids, medical adaptations, contractor management, customer experience and the quality of the information that supports day-to-day service delivery. The Property Services Assistant will play an important role in this, providing high-quality administrative and coordination support that helps ensure repair requests, customer enquiries, works orders, contractor updates and service records are managed accurately, efficiently and with a clear focus on customers. We are looking for someone who brings excellent organisational skills, attention to detail, strong communication and a practical, solution-focused approach, but also someone who can work well with colleagues, contractors and customers; following actions through, keeping information up to date, supporting effective communication and helping us deliver responsive, reliable and well-coordinated property services.

Founded in 1996 through a stock transfer of around 1,000 homes we have grown to almost 5,000 homes today through a number of small stock transfers and an ambitious new build programme since the early 2000s. We want to achieve the right balance between investing in new and existing homes, improving services and continuing to offer our customers great value for money. We recognise the pressures many of our customers face, and as we continue to grow, we are challenging ourselves to keep costs under control, become more efficient and increase productivity without losing sight of what matters most: delivering services that are responsive, respectful and rooted in customer need. This role has an important part to play in helping us do that.

Clyde Valley wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers. We encourage and support professional development across Clyde Valley and have a genuinely positive attitude to growing our people, sharing learning and supporting colleagues to build confidence and capability.

If you share our culture of fun, collaboration, positivity and ambition, and you are motivated by the opportunity to influence decisions, improve services and make a meaningful difference for customers and communities, we would be very pleased to receive your application.

Good luck in the process.

Natalya Macholla

DIRECTOR OF PROPERTY AND DEVELOPMENT

About

Clyde Valley Group

Who We are

The Clyde Valley Group (CVG) is a thriving social business and registered charity recognised for innovative and partnership approaches to meeting community needs. Clyde Valley Housing Association (CVHA) is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire. CVHA is the Group's main operating company and has a track record of delivering housing management, scheme development and high-quality housing services for a diverse range of customers. Our Group continues to grow, and we now own over 4,700 homes and provide factored services to more than 3,000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meeting housing needs.

Our Vision



“ Shaping a brighter future by building vibrant, inclusive communities. ”

Our

BE all about the customer



Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

BE caring



Most importantly we are people centred, we will listen and support customers and each other.

BE Inclusive



We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.

BE driven by excellence



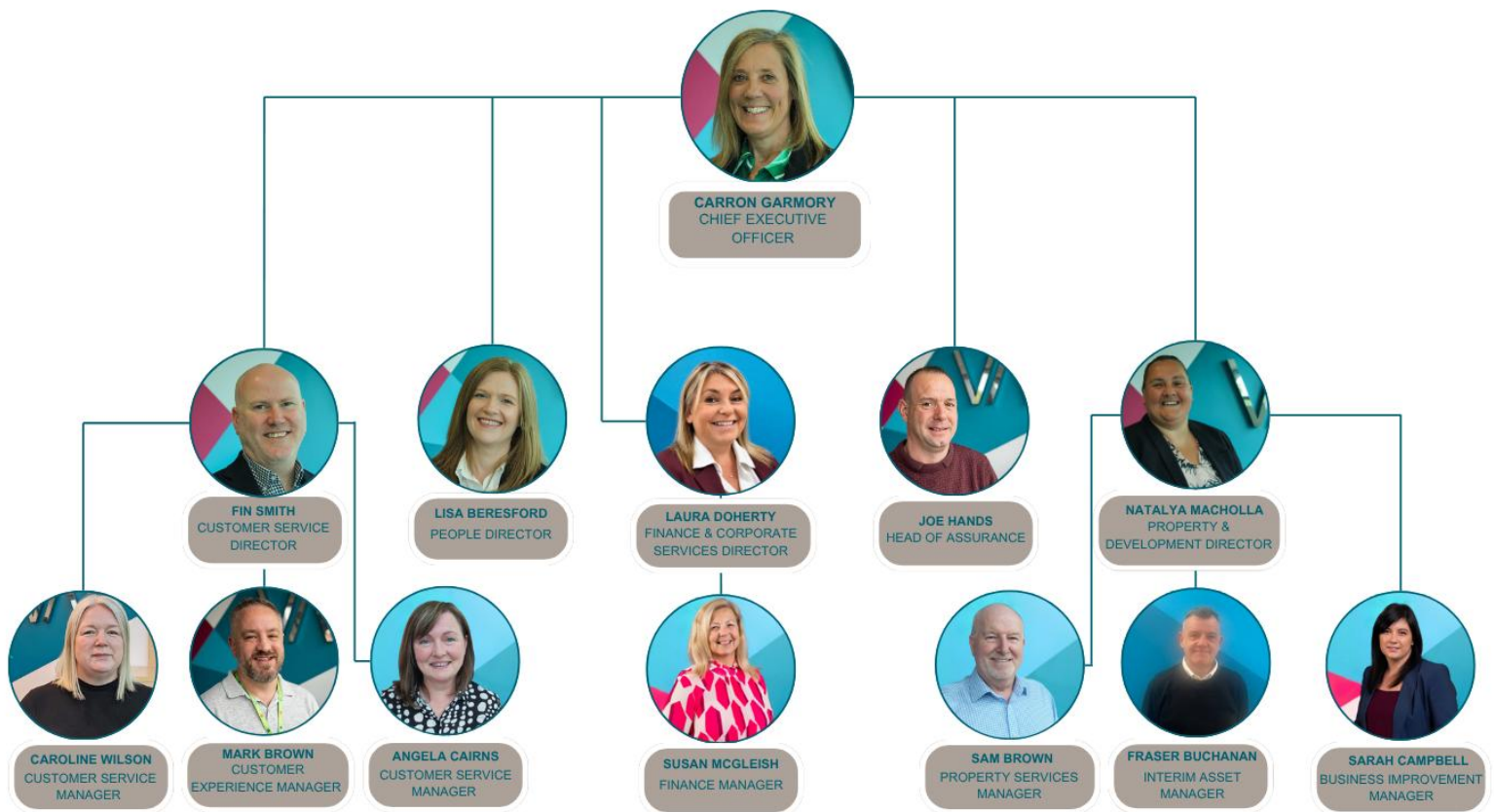
Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

Values

Together we make the difference

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers

Clyde Valley Group Structure



Role Profile

Job Title:	Property Services Assistant
Salary:	EVH Grade 5 (£31,792 – £35,332)
Hours:	35 hours per week
Reports to:	Senior Property Services Coordinator

Overall Purpose:

The Property Services Assistant is part of the Property and Development Directorate, which is collectively responsible for supporting the effective, efficient and customer-focused management of Clyde Valley Group's homes and property services.

The role provides high-quality administrative and coordination support across repairs, voids, medical adaptations, contractor liaison, customer communication, service records and property-related processes. It helps ensure that repair requests, void activity, adaptation requests, works orders, inspection requests, contractor information, customer enquiries and service data are recorded, progressed and monitored accurately and in line with approved policies, procedures and service standards.

A key focus of the role is to support responsive, well-coordinated and consistent service delivery by maintaining reliable information, following up outstanding actions, supporting clear communication between customers, colleagues and contractors, and helping ensure that homes are safe, well-maintained and ready for customers as quickly and efficiently as possible.

Through strong administration, attention to detail, proactive follow-up and a positive customer focus, the role will help improve service delivery, contractor coordination, performance monitoring, customer experience and the smooth running of the Property Services function.

Key Accountabilities:

- Support the delivery of an excellent front-line repairs and property services function by maintaining accurate repairs records, liaising with contractors and customers, issuing works orders and inspection requests, and ensuring repairs activity is progressed in line with approved policies and procedures.
- Provide high-quality advice, assistance and communication to customers across all tenures, ensuring enquiries are handled professionally, sensitively and within agreed timescales.
- Support the administration and coordination of void property activity, including maintaining accurate records, liaising with colleagues and contractors, tracking progress and supporting the timely return of empty properties for re-let.
- Support the administration and coordination of medical adaptations, including maintaining accurate records, liaising with customers, colleagues, contractors and relevant external partners, tracking progress and ensuring adaptation-related actions are followed through sensitively and efficiently.
- Support the resolution of repairs, voids and property-related enquiries by working collaboratively with customers, contractors and internal colleagues to achieve effective outcomes.
- Assist with the investigation and response to customer complaints, service failures and escalated enquiries, ensuring information is gathered, recorded and escalated appropriately.

- Maintain accurate property, contractor, repairs, voids and service records to support performance monitoring, audit requirements, decision making and continuous improvement.
- Contribute to effective team working across Property Services, Asset Management, Investment, Compliance, Housing Services and Customer Services by ensuring information is well managed, actions are followed through and customer outcomes remain central to service delivery.

Detailed Duties and Responsibilities

Repairs Administration and Service Coordination

- Receive, assess and process repair requests in accordance with the Association's approved procedures, ensuring accurate recording, prioritisation and follow-up.
- Prepare and issue works orders to authorised contractors and inspection requests to Technical Inspectors, ensuring all relevant information is clear, complete and accurate.
- Monitor open repair orders, outstanding actions and follow-up requirements to help ensure repairs are progressed within agreed timescales.
- Support colleagues, contractors and customers with repair-related queries, ensuring information is communicated clearly and actions are recorded appropriately.
- Escalate overdue, complex, repeat or sensitive repairs cases where further technical input, customer support or management oversight is required.
- Support the accurate recording of repair outcomes, completion information, customer updates and any associated follow-up activity.

Voids Administration and Re-let Support

- Provide administrative support for the voids process, including logging and tracking void repairs, supporting inspection and contractor coordination, updating records and helping ensure void properties progress efficiently through to completion and re-let.
- Maintain accurate void property records, including key dates, inspection information, works orders, contractor updates, completion information and follow-up actions.
- Liaise with colleagues across Property Services, Housing Services, contractors and Technical Inspectors to support effective coordination of void activity.
- Help monitor progress against void timescales, identifying delays, outstanding information or actions requiring escalation.
- Support clear communication and handover information to help ensure properties are returned to an agreed standard and made available for re-let as efficiently as possible.
- Contribute to accurate reporting on void activity, performance, costs, delays and recurring issues to support service improvement.

Medical Adaptations Administration and Customer Support

- Provide administrative support for medical adaptations, ensuring requests, referrals, approvals, works orders, contractor updates and completion information are accurately recorded and progressed.
- Liaise sensitively and professionally with customers, families, colleagues, contractors and relevant external partners to support the effective coordination of adaptation-related works.
- Support the tracking of adaptation cases from initial request or referral through to completion, helping ensure actions are followed up, delays are identified and information is escalated where required.
- Maintain accurate records of adaptation requests, decisions, supporting information, customer communications, contractor instructions, costs and completion outcomes.
- Help ensure customers receive clear, timely and accessible information about the progress of adaptation works and any associated appointments, inspections or contractor visits.

- Contribute to accurate reporting on adaptation activity, outstanding cases, timescales, costs and recurring issues to support service planning, performance monitoring and continuous improvement.

Contractor, Systems and Records Management

- Maintain the approved contractors list and ensure relevant documentation, including insurance information, is accurate and up to date.
- Maintain the alterations database and work closely with Technical Inspectors to ensure required paperwork, decisions and customer communications are completed and recorded.
- Keep repairs, voids, adaptations, contractor, property and service records regularly updated and reviewed, supporting accurate service information, performance reporting and audit readiness.
- Run daily, weekly and ad hoc reports to monitor work activity, outstanding actions, service performance and compliance with agreed timescales.
- Support accurate data entry, document management, record keeping and follow-up activity across relevant systems and databases.
- Maintain accurate trackers, reports, records and document management arrangements to support service delivery, audit readiness and performance monitoring.
- Identify recurring data quality issues, process gaps or avoidable delays and raise these with colleagues to support continuous improvement.

Customer Communication and Case Support

- Provide high-quality customer communication in relation to repairs, voids, medical adaptations, inspections, appointments, contractor activity and property-related enquiries.
- Ensure customer enquiries are handled professionally, empathetically and in a way that reflects the Association's values and service standards.
- Support the coordination of responses to complaints, service failures and complex enquiries by gathering information, updating records and progressing agreed actions.
- Recognise where customers may need additional support, accessible communication or escalation and ensure concerns are raised appropriately.
- Help ensure customers receive clear, timely and accurate information about what will happen, when it will happen and who they can contact for support.
- Maintain effective working relationships with customers, contractors, external agencies and internal colleagues.

Service Improvement, Performance and Team Support

- Provide a high-quality administrative service to the Property Services and wider Property and Development functions, supporting effective team working and customer service delivery.
- Contribute to performance monitoring by maintaining accurate reports, trackers, action logs and service information.
- Support the identification of trends, recurring issues, outstanding actions and improvement opportunities from repairs, voids, adaptations, customer enquiries and contractor activity.
- Assist with the preparation of information for team meetings, contractor meetings, performance reviews, service updates and management reports.
- Provide administrative support for the landscape maintenance contract, including attendance at contractor meetings, record keeping and responding to related customer enquiries.
- Work flexibly with colleagues to support changing service priorities, workload pressures and customer needs.

General

- Contribute to a positive, customer-focused and supportive team culture, demonstrating professionalism, accountability and a commitment to excellent service delivery.
- Participate in training, supervision, team meetings and personal development activities as required.
- Undertake duties in accordance with the Health and Safety at Work etc. Act 1974 and all relevant health and safety legislation, guidance and organisational requirements.
- Comply with Clyde Valley Group policies, procedures, financial regulations, information governance requirements and standards of conduct at all times.
- Represent the Association as required at customer panels, internal working groups, project meetings, contractor meetings or other relevant forums.
- Support continuous improvement by identifying opportunities to improve processes, communication, data quality, customer experience and service outcomes.
- Undertake other appropriate duties as delegated by the Senior Property Services Coordinator, Property Services Manager, Property & Development Director or Executive Team.

The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology, data requirements or other external factors and therefore the postholder may be required to carry out additional duties as allocated by the Property Services Senior Coordinator or Property Services Manager

Person Specification

	Essential	Desirable
Qualifications	HNC in Administration, Business Administration or equivalent relevant work experience.	Housing, repairs, maintenance, property services, business administration or customer service qualification.
Experience	- Experience of delivering administrative support in a busy customer-focused environment. - Experience of working to targets, deadlines and agreed service standards. - Experience of maintaining accurate records, updating systems and coordinating follow-up actions. - Experience of dealing professionally with a diverse range of customers and stakeholders. - Experience of working effectively as part of a team and supporting colleagues across a range of service activities. - Experience of resolving enquiries, coordinating information and supporting problem-solving activity.	- Experience of working in a repairs, maintenance, voids, adaptations, housing or property services environment. - Experience of liaising with contractors, technical staff, suppliers or external agencies. - Experience of handling customer complaints, complex cases or sensitive enquiries.
Knowledge / Understanding	- Understanding of excellent customer service and the importance of clear, timely and accurate communication. - Understanding of the importance of accurate records, data quality, confidentiality and information governance. - Knowledge of complaints handling, case management and effective problem solving. - Good working knowledge of Microsoft Office, particularly Word, Excel and Outlook.	- Knowledge of repairs, maintenance, voids, adaptations or property services processes within a housing environment. - Knowledge of health and safety requirements relevant to repairs, maintenance, voids, adaptations or property services. - Knowledge of the Scottish social housing sector and current housing issues.

	• Understanding of the need to work within policies, procedures, service standards and agreed timescales.	
Skills	• Excellent written and verbal communication skills, with the ability to adapt communication to different audiences. • Strong organisational skills, with the ability to prioritise competing tasks and manage deadlines. • Good attention to detail and accuracy when maintaining records, processing information and issuing instructions. • Ability to remain calm, professional and solution-focused when dealing with challenging enquiries. • Ability to work collaboratively and build effective relationships with colleagues, contractors and customers. • Ability to follow processes, use initiative and recognise when issues require escalation. • Ability to manage a varied workload while maintaining accuracy, confidentiality and a clear customer focus.	• Ability to maintain trackers, action logs, service records or programme information. • Ability to support simple service improvement activity by identifying recurring issues, delays or process gaps.
Personal Qualities	• Customer-focused, approachable, empathetic and committed to resolving issues well. • Professional, reliable, accountable and proactive, with a positive attitude to learning and continuous improvement. • Practical, organised and solution-focused, with confidence to follow issues through to completion. • Able to work calmly and flexibly where priorities change, customer issues escalate or service delivery is under pressure. • Motivated by improving housing services, customer experience and the quality of homes and communities. • Committed to equality, diversity and inclusion, treating customers, colleagues and partners fairly and with respect. • Committed to upholding Clyde Valley Group values, policies and standards of conduct.	• Willingness to develop knowledge of repairs, voids, medical adaptations, contractor management, customer communication, asset data and service improvement.

Your Application

To apply, please visit our website <https://cvha.org.uk/work-with-us>:

- Click on **Current Vacancies**.
- Click on the link on the advert which will take you to our online application process through BambooHR.
- Complete your personal details.
- Upload a comprehensive up-to-date CV which shows your full career history.
- Upload a supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this.
- Give details of two professional referees, they will only be contacted with your permission at offer of employment stage
- Complete the declaration questions

Please note that applications can only be considered if all the documentation is complete.

We would encourage you to read our application guidance notes below, which should be helpful in tailoring your application to the role profile.

We welcome the use of AI responsibly and ethically to demonstrate your skills in your application, but please don't allow it to overshadow your own unique voice. While we appreciate innovative approaches, we also value authenticity. Our assessment considers both the content of the application and how it was created, ensuring fairness and inclusivity for all applicants. At the end of the day – we want YOU to work for us!

If you have any questions or require reasonable adjustment to support you at this stage, please get in touch to let us know how we can help by contacting our People Team via recruitment@cvha.org.uk

If you wish to find out more information regarding the Clyde Valley Group, you can visit our website at www.cvha.org.uk

Closing date for Applications: **Monday 5 October at 12pm**

Interviews are expected to take place on: **Thursday 15 October**

Key Terms and Conditions

REMUNERATION & BENEFITS

- EVH Grade 5 Salary band: £31,792 – £35,332 per annum
- Defined contribution scheme (Employer contribution of 9.826% (inclusive of 4 x Life Assurance), minimum 5% employee contribution)
- Flexible and agile ways of working
- Excellent learning and development opportunities
- Clyde Value (employee discounts and benefits platform)
- Health and wellbeing initiatives
- On-site gym
- Up to 20 agile leave days per year

HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of 15 public holidays)

WORKING HOURS

Agile ways of working between 7am and 7pm

LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN.

Clyde Valley operates an agile working policy which allows for a mixture of office, home and community working.

Accessibility Statement

Property Services Assistant

This statement provides additional information about the working arrangements, systems, communication requirements and practical activities associated with the Property Services Assistant role. It is intended to help applicants understand the day-to-day requirements of the post and consider any reasonable adjustments that may support them during the application, interview or employment process. Clyde Valley Group is a Disability Confident employer, and we work with Access to Work where appropriate.

We're happy to discuss reasonable adjustments in relation to this job role and the interview process. Please contact our People Team via recruitment@cvha.org.uk or you can phone our Contact Centre team on **01698 268855** and ask for a member of the People Team.

Office Accessibility

- The Clyde Valley offices are based over three floors with level access to the ground floor and a lift to the other two floors.
- There are two accessible parking spaces in our car park with lowered curbs to give access to the entry doors.
- An accessible toilet is available on every floor.
- Internal doors can be held open with a magnetic latch system.

Flexible Working

Clyde Valley supports flexible working where possible. For this role, flexibility will need to be balanced with the operational requirements of a busy Property Services function, including customer contact, repairs administration, contractor liaison, appointment coordination, team working and the need to provide timely support to colleagues and customers.

The information below sets out the likely working pattern and practical requirements for the role, recognising that the post has a strong customer service, administration and coordination focus.

Work Location and Hours

Work from our office	• The office will be the main base for this role. You will attend regularly to work with colleagues, respond to customer enquiries, update systems, process repairs information, coordinate appointments, liaise with contractors and support the smooth day-to-day running of the Property Services function.
Working from home	• Home working may be available in line with Clyde Valley's agile working arrangements, where this supports service delivery. This may include administration, follow-up calls, system updates, responding to emails, maintaining records and progressing agreed actions that can be completed remotely.

Working in the community	- Community-based working is not expected to be a core part of this role, but there may be occasional visits with colleagues to support understanding of repairs, voids, adaptations, customer enquiries, estates or service issues. - Any community visits would normally be arranged in advance and linked to specific service needs, such as supporting customer communication, learning about property services activity or assisting colleagues with follow-up information.
Visiting development sites	Visits to development sites are not a routine requirement of this role, but may occasionally be required with colleagues where this supports property services administration, contractor liaison, handover information, defect follow-up or wider service understanding.
Visiting customer homes	- Visiting customer homes is not expected to be a regular standalone part of this role. - Occasional visits may take place with a Technical Inspector, Property Services Manager or other colleague to support repairs follow-up, void activity, adaptation cases, customer communication or service learning.
Driving for work	- Driving for work is not expected to be a frequent requirement of this role. - Where travel is required, it would normally be occasional and linked to specific service needs, meetings, training, customer-related activity or accompanied visits with colleagues.
Working hours	- A standard working day is 7 hours with an hour for lunch. - Hours are flexible between 7am and 7pm.

Device Use

Using a laptop	- A laptop is provided as standard for this role - Supporting equipment such as screens, mice and external keyboards are provided as standard
Using a Tablet PC (e.g. Surface Pro)	The majority of work will be completed using a laptop. A tablet device may be requested where this supports accessibility, agile working or specific role requirements.

Application use

Microsoft Office Applications	- Office applications are used every day including: Outlook, Teams, Word, Excel and SharePoint. - Excel, Word and Outlook will be used to manage records, prepare updates, monitor actions and communicate with customers, colleagues and contractors.
Web based applications	- Cloud-based systems are used to manage customer, property, repairs, compliance, contractor and organisational information. - The role will use housing, repairs and asset management systems to record inspections, update works, monitor actions and maintain accurate customer and property information. - A cloud-based HR system is used to book leave, and cloud-based e-learning systems are used for core training.
Other Applications	The role requires use of Capita Open Housing and other relevant systems to record, monitor and update repairs, voids,

	adaptations, contractor information, customer contact and service activity. • The role may use mobile working tools, inspection templates, repairs systems, asset systems, compliance systems and contractor portals. • The postholder will be expected to work confidently with system records, photographs, reports, works orders and customer contact information.
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Communication

Language	• English is the first language spoken by the majority of staff and customers. • Occasionally you will need to communicate with customers where English is not their first language. • Translation services are available for customers who do not speak fluent English.
Receiving and making telephone calls	• Making and receiving telephone calls from customers, contractors, colleagues and external partners is an essential part of the role, particularly in relation to repairs, appointments, updates, follow-up actions and customer enquiries.
Receiving and making video calls	• Making video calls to colleagues through Microsoft Teams is an important part of the role and may occur regularly to support team working, case discussion, contractor updates and service coordination. • Alternative platforms may occasionally be required when communicating with contractors, suppliers or external partners.
Email	• Email is an essential part of this role and will be used daily to communicate with customers, contractors, colleagues and external partners, issue and follow up information, and maintain a clear audit trail of service activity.
Instant Messaging	• Instant messaging with colleagues through Microsoft Teams is an essential part of the role and use of this function is likely every day.
Attending in-person meetings	• In-person meetings with colleagues will happen regularly and may include team meetings, case discussions, service planning, contractor discussions and one-to-one meetings. • In person one to ones are expected to take place on a monthly basis
Attending virtual meetings	• Virtual meetings with colleagues, contractors or external partners may take place regularly to support service coordination, customer case progression and follow-up on outstanding actions.
Administration	• Administrative and record management tasks are an essential part of the role and include updating systems, recording inspections, managing actions, documenting customer contact and maintaining clear audit trails.
Giving presentations	• Formal presentations are not expected in this role, but the postholder may occasionally present updates, customer themes or recommendations to colleagues, managers or internal working groups.
Conducting interviews	• Unlikely in this role.
Working with complex needs	• The role may involve contact with customers who have additional support needs, vulnerabilities or complex circumstances,

	particularly when handling repairs, adaptations, appointments, access arrangements, updates or service enquiries. • The postholder will be expected to handle customer information sensitively, respectfully and securely, recognise when additional support or escalation may be needed, and ensure relevant details are recorded and shared appropriately with colleagues in line with procedures.
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Workplace Interactions

Interacting with customers	• Direct interaction with customers is an important and regular part of the role, particularly when responding to repairs enquiries, arranging appointments, providing updates, supporting access arrangements and helping progress property-related service requests. • The role supports positive customer outcomes by keeping information accurate, communicating clearly, following up agreed actions, escalating concerns where required and helping coordinate repairs, voids, adaptations and other property services activity.
Interacting with colleagues	• Working closely with colleagues is an essential, daily part of the role, including Property Services, Customer Services, Housing Services, Technical Inspectors and wider Property and Development colleagues.
Interacting with contractors	• Interaction with contractors and suppliers is a regular part of the role, particularly to issue or update works orders, request information, follow up appointments, confirm progress and support the resolution of repairs, voids, adaptations and service enquiries. • The role will require clear communication, accurate record keeping, proactive follow-up and appropriate escalation where information is incomplete, timescales are at risk, service standards are not being met or customers require further support.
Interacting with the Board and Governing Bodies	• Direct interaction with the Board or governing bodies is unlikely. • The role may help provide accurate service information, records or supporting evidence that contributes to performance monitoring, audit activity or wider governance reporting prepared by managers.
Interacting with Regulatory bodies	• Direct interaction with regulatory bodies is unlikely. • The role may support regulatory assurance indirectly by maintaining accurate records, updating systems, collating information and providing evidence to colleagues or managers when required.
Interacting with other agencies	• Interaction with other agencies, suppliers or system providers may occasionally be required to support customer enquiries, adaptations, access arrangements, contractor information, system updates or service coordination.

Application Guidance Notes

These notes are intended to help you present your application so that we understand how closely your experience, skills and approach match the Property Services Assistant role. Please read the guidance carefully and use it to help you prepare a clear, relevant and well-structured application.

CVs

CVs must be submitted alongside a supporting statement and declaration form. CVs should ideally be no longer than two A4 pages. Factual information such as relevant qualifications and whether or not you hold a driving license (if applicable) should be included on your CV.

PERSONAL STATEMENT

This is one of the most important parts of your application and it is crucial that you understand what we are looking for so you can present your application in the best way. Your supporting statements should be no longer than three A4 pages long and should be typed in Arial, font size 11, or similar.

We shortlist candidates for interview against the person specification. For this role, your supporting statement should clearly demonstrate how your experience, knowledge and skills align with the essential and desirable criteria, with particular focus on customer service, administration, communication, accuracy, repairs or property services support, contractor liaison, record keeping, working to timescales and following actions through. Short examples from your previous roles, volunteering, training or other relevant experience can help show how you would approach the requirements of the post.

REFERENCES

Please provide employment references and not character references. Your referees should be your two most recent employers, including your most recent employer if applicable. An email address to contact the referee will be required.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from an educational establishment, or a voluntary group instead.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know so that we can discuss who might be an appropriate person to approach for a reference.

We will only request references when we have decided to make an offer of employment.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all candidates with a disability who meet the minimum essential requirements for the post (see the essential criteria in the person specification). If you tell us that you are a person with a disability, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process. If you join us, reasonable adjustments will be made to where and how you work as required.