**CVHA**

**IT Assistant**

# RECRUITMENT PACK

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| **WELCOME FROM THE CHIEF EXECUTIVE** |

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Dear Candidate,

Thank you for taking an interest in the role of IT Assistant within our Corporate Services Department at Clyde Valley Group.

We appreciate that the Covid 19 pandemic is presenting a significant range of challenges for everyone. CVG is continuing in its commitment to support our team and customers through this difficult time and to be even more flexible and adept in how we work and in how we deliver services and review our priorities. I’m proud to say that we’re handling this situation, as ever, with compassion, mutual support and professionalism.

You will work as part of a small team to deliver an exceptional IT service to colleagues and customers across CVHA. Taking an essential role in ensuring that our IT systems are operating effectively and efficiently and supporting colleagues with the tools they need for their work.

The Group has successfully established our reputation for building high quality new affordable homes for 24 years for social rent, mid-market rent and market sale. Over the last 10 years, we have invested £185m in Government housing grant and private finance from our lenders in new homes and have become one of Scotland’s top ten biggest developing Registered Social Landlords. Our current plans mean we aim to provide another 600 new homes by 2022, mainly for social rent.

Clyde Valley Housing Association is a Registered Social Landlord and a charity. We want to achieve the right balance of investing in new and existing homes and services with offering our customers great value for money at a price they can reasonably afford. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity.

Much is changing for our customers and for the housing sector and Scottish Government is encouraging us all to think as far ahead as 2040. There are huge challenges of achieving a carbon neutral Scotland, addressing poverty and inequality, growing numbers of older people and single households, health needs, homelessness, welfare benefit changes and the rapid development of new technology in all areas of life. We’ll be doing more work on the future design of our new and existing homes to support people throughout life changes.

Ambition and a focus to deliver better drives us on a daily basis and we intend to ensure our customers experience excellent service and influence what we do, in ways that make them feel valued and understood. Over the next 2 years, our service will look and feel more responsive, modern and flexible as we use customer insight and data to drive decisions and improvements. There will be more opportunities to access services 24/7 on line and we will continue to test and drive up the quality of our customer service and performance, including through Customer Services Excellence Accreditation.

If you’re successful, I’m confident that you’ll receive the warmest of welcomes and you’ll feel valued as part of an exceptional team. We’re a team that chooses to be positive. Getting the right work/life balance for our people is a must and we’re delighted to have achieved Healthy Working Lives Gold in 2020.

Clyde Valley Housing Association 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 look forward to receiving your application and best of luck!

Lynn Wassell

**Lynn Wassell**

**Chief Executive**

**Clyde Valley Group**

  

**ABOUT CLYDE VALLEY GROUP**

Who We Are

CVHA is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire, Our Group continues to grow and we now own around 4200 homes and provide factored services to more than 3000 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 meet housing needs. By 2025, we’ll be providing a brilliant customer experience to at least 8500 customers.

Our Vision

To provide high quality homes and services that make a difference to people’s lives and their communities

Our Values

**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** ambitious

CVG and our people continue to grow and we’ll always be ready for any opportunity as long as it benefits our customers. We’ll support customers to realise their ambitions too.

**BE** driven by excellence

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

**BE** caring

Most importantly we’re people centred, will listen and support customers and eah other. We care about getting it right for customers

**Together** we make the difference

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

\*To view our corporate strategies and supporting case studies click [here](https://cvha.org.uk/corporate-strategies/)

\*To view our short films made click [here](https://www.youtube.com/channel/UC0wnc-9mhvBAPHjGkJf5RfQ)

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## **CLYDE VALLEY GROUP STRUCTURE**

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## **Role profile**

**Job Title:** IT/Business Improvement Assistant

**Salary:** EVH Grade 4 (£21,323 - £24,112)

**Reporting to:** Business Improvement Manager

**Hours:**  35 hours per week

**Overall Purpose**

Providing support to the Business Improvement Manager and BI Team for the efficient and effective IT support service and project delivery for Clyde Valley Group. Responsible for the helpdesk function within Clyde Valley and administration support, adhering to service level agreements and providing technical advice, problems identification and resolution.

**Main Responsibilities:**

The following list is typical of the level of duties of which the post holder is expected to perform or be responsible for with on-the-job training and development provided. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described below dependent on the requirements of the business.

**Total Employee Experience**

* Provide 1st line desktop and network support across a broad range of IT subjects.
* Working with users on a one-to-one basis to diagnose the issue, identify a solution and implement effectively.
* Monitor, resolve and update IT fault ticketing system. Escalate as required.
* Set up new IT hardware and software for new and existing staff members, including devices, systems, telephones, printing facilities, password etc.
* Complete and maintain IT inventory checks on IT software and hardware, asset and contracts registers.
* Work with our preferred IT partners to ensure all software and hardware is kept up to date and to resolve enquiries.
* Support the Business Improvement Manager and Team in project-based IT tasks
* Monitor and complete audit/testing on key IT and telecommunications hardware and software on a regular basis
* Work on Business Improvement projects to identify issues, solve problems and roll out key solutions
* Provide training to users on systems and technology to increase awareness and resolve enquiries.
* Provide Administrative assistance to the Business Improvement Manager and Team.

**Business Growth/SmartThink**

* Ensure compliance with all regulatory, statutory and legal requirements and other directives
* Ensure clear, concise and effective communication in plain language, both internally and externally.
* Ensure staff are informed and can easily contact and access IT services.
* Ensure staff are kept up to date with IT helpdesk issues.
* Promote the use of ICT to improve efficiency, increase productivity and develop new and existing way of working.
* Produce accurate and timely performance information and data, including information required for regulatory and statutory returns and agreeing and implementing actions arising from internal and external audits

**Total Customer Experience**

* Work with, staff, customers and 3rd party suppliers to further enhance the digital service to customers.
* Assist with Disaster Recovery Planning, testing and documentation, to ensure complete service delivery.
* Assist the BI Team with the delivery of customer facing initiatives in line with our customer service excellence and service delivery.
* Play a key role in developing and maintaining CVG social media sites.
* Provide assistance to the Business Improvement Manager and BI Team on the development and delivery on the CVG digital strategy.
* Provide support to the development and maintenance of the CVG website.

**The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the Business Improvement Manager.**

## **Person specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Qualifications** | * Further education qualification e.g. HNC or relevant work experience or training |  |
| **Knowledge** | * Knowledge of Mobile technology * Knowledge of Office365 |  |
| **Experience** | * Experience of providing 1st line support * Active Directory experience, * IT Networking experience * Supporting Windows 10 and MS Office365 applications * Providing support to desktop, laptops and thin clients * Working with 3rd party suppliers | * Experience of Capita Open Housing and Open Accounts * SQL Report production |
| **Skills** | * Ability to work under pressure to achieve strict deadlines * Good IT fault diagnosis and rectification * Effective time management * Customer focused with an ability to provide solutions and collaborate effectively with colleagues * Good project management skills * Ability to analyse, interpret and deliver complex information |  |
| **Personal Qualities** | * Customer focus * Interpersonal awareness * Creative, innovative and collaborative * Outward looking, seeking ways to continuously improve and learn * A passion for excellence |  |
| **Other** | * Ability to work independently and as part of a team * Respects confidentiality * Self –motivated with ability to work on own initiative and committed to continuous improvement * High standard of organisational skills * Business Process improvements | * Driving Licence |

## **YOUR APPLICATION**

**In order to apply please send us:**

* A comprehensive up-to-date CV which shows your full career history
* 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
* Details of two referees (referees will only be contacted with your permission at offer stage) and current remuneration
* The declaration form, this can be downloaded from the jobs page of our website. Completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and

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

If you wish any more information regarding Clyde Valley Group, you can visit our website at [www.cvha.co.uk](http://www.cvha.co.uk)

**Closing date for Applications: 15th November 2021**

**Interviews: W/C 22 November 2021**

**Please email completed applications to: recruitment@cvha.org.uk**

## **APPLICATION GUIDANCE NOTES**

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you complete the application form.

## CV’s

CVs must be submitted alongside a supporting statement and declaration form. CV’s should ideally be no longer than two A4 pages.

## SUPPORTING STATEMENT

This is one of the most important sections of the application form, and it is crucial that you understand what we are looking for so that you can present your application in the best way.

Your supporting statement 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. This sets out what we think are the essential and desirable knowledge and experience, qualifications, skills, qualities and abilities for the job role. When we shortlist, how you meet the requirements set out in these areas.

Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. This outlines the essential and desirable criteria for the post to which you are applying.

It is important that you demonstrate what the person specification sets out. For example, if we said that good customer service skills were essential, we would like you to explain in what ways you display these skills and how you would apply that to the job role. Think about how you would ‘sell’ those skills to us to meet the criteria?

## REFERENCES

Please provide employment references, not character references. Your referees should be your two most recent employers, including your current employer if applicable. Make sure that you give the employment address of your referees, not their home address.

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 with you whether to approach someone else for a reference instead. We will only take up references when we have decided to make an offer of employment.

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 (for example) an educational establishment or a voluntary group instead.

## **GUARANTEED INTERVIEW**

# As a Disability Confident Employer, we shall interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you are disabled, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

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**KEY TERMS AND CONDITIONS**

**REMUNERATION & BENEFITS**

* EVH G4, £21,323 - £24,112
* Defined pension contribution scheme (employer contribution of 9.6%)
* Flexible working opportunities
* Excellent learning and development opportunities
* On-going personal development
* Clyde Value (employee discounts and benefits)
* Health and wellbeing initiatives

**HOLIDAY ENTITLEMENT**

40 days leave per year (inclusive of public holidays)

**WORKING HOURS**

Normal working hours are 35 hours per week, based around the usual business week; however, attendance at out of hours meetings may be required from time to time.

**PROBATION AND NOTICE PERIOD**

* The probationary period for all roles is 6 months.
* The notice period after the probationary period is 1 month.

**LOCATION**

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN, but attendance at meetings and travel across our operating area is expected. Our team are currently mostly working from home due to Scottish Government restrictions in place for the Covid-19 pandemic.