**CVHA**

**Senior Digital Officer**

# 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 Senior Digital Officer within our IT Team 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. Working alongside the Business Improvement team, you will support our Digital and SmartThink strategy to move to automation, cloud-based technology and improved digital customer offering.

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:** Senior Digital and SmartThink Officer

**Salary:** EVH Grade 8 (£40,234 - £43,530)

**Reporting to:** Business Improvement Manager

**Hours:**  35 hours per week

**Overall Purpose**

The Senior Digital and SmartThink Officer is responsible for all aspects of ICT within Clyde Valley Housing Association.

**Main responsibilities**

* Effective contract, supplier and performance management of support, system and service providers to ensure a high-level service, support and performance is delivered in line with contracts and SLA’s.
* Support and maintenance of all network operating systems as well as proactive monitoring of all software, databases and backups.
* Manage our network performance, server performance, storage utilisation, backup and archiving, disaster recovery plans, antivirus protection, security, policy adherence/abuse ensuring this is up to date and in line with best practice.
* Manage the servers and network to ensure that the ICT infrastructure runs optimally, that there are no pending problems in relation to resources, performance or security.
* Provide technical backup and support for all departments within the organisation where a first line resolution with support providers cannot be found.
* Monthly reporting to management with statistical analysis of calls logged, completed and outstanding
* Assist in the planning and co-ordination of network systems upgrades and migrations.
* Develop business cases, tendering for hardware, software and services and obtaining approvals for budgets, producing project plans and documentation, status updates and meeting timescales and budgets.
* Support with the procurement and implementation of required support providers.
* Installation, testing and configuration of software and hardware.
* Maintain up to date ICT Management and User Policies, Procedures and documentation relating to hardware and software ensuring accuracy.
* Leading project teams and effective communication with all stakeholders to ensure all are promptly and well informed of all issues so that problems are quickly identified and resolved, and project milestones are met.
* Undertake a training needs analysis to identify short, medium and long-term training requirements and ensure that the best use is made of the software and systems that users are provided with to do their jobs.
* Provide ad-hoc training on a one-to-one and group basis with staff on desktop operating system use and the use of desktop applications such as MS Office.
* Collate and understand aspects of the systems which do not meet the user’s requirements for development into continuous improvement projects.
* Make recommendations to address persistent problems and areas for continuous improvement.

**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 Finance and Corporate Services Director and Executive Team.**

## **Person Specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Qualifications** | * Educated to degree level (preferably in an IT or relevant discipline), or direct relevant experience and appropriate skill set. | * IT qualifications, membership of appropriate professional body and/or project management qualification would be an advantage. |
| **Experience** | * Significant experience and understanding of delivering ICT services and projects. * Proven experience managing support providers and contract management * Proven experience maintaining an organisation of similar size. Network and infrastructure. * Practical experience managing a Microsoft Windows 2016/2019 Server and network environment * Supporting MS Office365 platform applications * Maintaining a Citrix remote environment | * Other Housing Association or RSL in a similar Role * Capita Open Housing and Open Financials |
| **Skills** | * First class verbal and written communication skills including report writing and presenting to a range of audiences * High proactivity and innovative thinking * Ability to prioritise objectives and remain focussed on the most important * Excellent IT skills with a high level of digital confidence to learn, deliver and support the use of technology * Project Management Skills * Ability to multitask * Highly motivated individual with the ability to work in a fast-paced environment. * Passionate about systems, technology and digital transformation. | * Commercial awareness and a risk positive approach to business decisions |
| **Other** | * The ability to access and work from the Clyde Valley office. | * Driving licence (manual) |

## **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 G8, £40,234 - £43,530
* 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.