



Our Ref: **ESO/MAT24**

October 2024

Dear Applicant

Executive Support Officer (HR) – Maternity Cover (fixed term contract until 31 December 2025)

Thank you for your interest in the above position. I have enclosed a copy of our Recruitment Pack which includes;

- Job description and Person Specification
- Summary of conditions of service
- Statement of Equalities and Diversity (a full copy of our policy is available on request)
- Background summary information on East Lothian Housing Association
- Proof of Eligibility to Work in the UK Information

Please consider the person specification along with the job description before completing the application form. Please note that we do not accept CVs.

The closing date for applications is: **Monday 28 October 2024 (12 noon)**

The interview date is: **Tuesday 5 November 2024**

If you are chosen for interview, we will contact you by Wednesday 30 October 2024.

Please note that East Lothian Housing Association will only give feedback to applicants who have been shortlisted for an interview.

Further information about the Association can be found on elha.com.

Yours sincerely

Martin Pollhammer

Martin Pollhemmer
Chief Executive





Executive Support Officer (HR)

Job Description

Accountable to: Chief Executive

Post Outline

Our Executive Support Officer (HR) is responsible for supporting the work of our Senior Management Team and our Management Committee / R3 Board in our management of the ELHA Group of companies. This involves corporate responsibility for administering and providing general advice on Human Resources (HR) services, as well as a variety of administrative tasks such as arranging and facilitating meetings, but also involves undertaking projects and specific pieces of work for the Senior Management Team. Close working is required with the Executive Support Officer (Governance), including covering aspects of their post during any period of absence.

Key Activities

- Facilitating all Risk & Audit Committee meetings, and in the absence of the Executive Support Officer (Governance), all other governing body meetings.
- Co-ordinating and administering our HR services and advising the Senior Management Team and R3 Management Team on HR matters
- Maintaining personnel records and registers to ensure compliance with the General Data Protection Regulations, Freedom of Information and our Openness and Confidentiality policy
- Co-ordinating the apprenticeship programme and liaising with training providers
- Providing efficient administrative back-up for the Senior Management Team and R3 where required
- Minute taking
- In the absence of the Executive Support Officer (Governance), administering and co-ordinating the Stage Two Complaints Service and liaising with the Scottish Public Services Ombudsman on complaint enquiries, as well as administering and overseeing responses to correspondence from MPs, MSPs, Councillors and other elected representatives



- Overseeing Group identification of staff training needs and helping to source and identify appropriate training
- Liaising with Training Providers to ensure training is delivered to meet the needs of the Group
- Contribute to the development, implementation and review of policies, procedures and processes
- Secretary of the Joint Consultative Committee (JCC) and take minutes of the Health & Safety meeting
- Carrying out projects and specific pieces of work as directed by the Senior Management Team and R3 Management Team

Examples of Typical Areas of Responsibility

Senior Management and Governance Support

1. Overall responsibility for facilitating our Risk & Audit Committee, ensuring that all meetings are properly arranged and minuted and ensuring that all meeting papers are issued on time and uploaded to the Management Committee member areas of elha.com.
2. Ensure Risk & Audit Committee minutes are signed and kept on file in accordance with our Rules.
3. In the absence of the Executive Support Officer (Governance), ensuring all other Management Committee and R3 Board meetings are arranged and minuted, ensuring that all meeting papers are issued on time and uploaded to the Management Committee / R3 Board members areas of elha.com
4. Sending out letters, notices calling meetings and relevant documents to Members before a Risk & Audit Committee meeting.
5. Ensuring compliance with ELHA's Rules in relation to the calling and holding Risk & Audit Committee and other Governing Body meetings.
6. Maintaining efficient and effective administrative systems to support the Senior Management Team to ensure the smooth running of the business.
7. Providing administrative support for the Senior Management Team and R3 Management Team as required.
8. Completing projects and individual pieces of work as required by the Senior Management Team. This will include drafting and reviewing policies and procedures, research, analysis and report writing.



9. In the absence of the Executive Support Officer (Governance), attending and minuting Business Management Team meetings.
10. Prepare documentation for Internal Audit and participate in Internal Audit fieldwork as required.
11. Assist with keeping the Group Business Continuity Plan up to date.
12. Assist with preparations for the Annual General Meeting.
13. As Secretary of the Joint Consultative Committee (JCC), responsible for calling all meetings, liaising with the Chair and Chief Executive over the agenda, and minuting all meetings.

HR Administration, Advice and Support

1. Advising Senior Management Team and R3 Management Team on Group HR policy and practice, as well as in relation to individual cases, liaising with Employers in Voluntary Housing or our solicitors as appropriate.
2. Overall responsible for maintaining Group HR records such as annual leave, sickness, Occupational Health referrals, disciplinary actions, declarations, contracts etc.
3. Updating Group HR policies, procedures and terms and conditions as and when changes are recommended by Employers in Voluntary Housing or required by law.
4. Co-ordinating our Group recruitment processes, preparing job adverts and application packs, ensuring that all applications are handled in accordance with our Equalities and Diversity policy, our Recruitment policy, and our Disclosure Scotland – Use of Information policy.
5. Seek references and Disclosure Scotland checks where required for new employees, and provide references for former employees when requested.
6. Liaising with the relevant manager, overseeing new starts ensuring appropriate induction processes are followed and records kept.
7. Co-ordinating the recruitment of potential new Modern Apprentices and liaising with training providers on the appropriate level of qualification.
8. Assisting with the planning and delivery of training events, co-ordinating our annual training plans.
9. Drafting and issuing new or revised Contracts of Employment where required.



10. Overseeing retirement and other resignation processes, including acknowledging receipt of resignations, agreeing how staff will be advised, calculating final pay and holiday entitlements and undertaking Exit Interviews, reporting any relevant findings from them to the Senior Management Team.
11. Co-ordinating our Performance Conversations process, ensuring that discussions are completed on time, and that notes are recorded and reviewed.
12. Working with relevant Finance staff to calculate holiday entitlements and update as appropriate on People HR.
13. Assist managers with more complex Group HR matters such as paternity / maternity and advising on entitlements under ELHA and R3 Terms & Conditions.
14. Overseeing any Group use of disciplinary or grievance processes, ensuring any such action is carried out in accordance with our policy and practice, and in line with law and regulation.
15. Providing administrative support as required during any disciplinary or grievance process and ensuring personnel files are kept up to date.
16. Prepare Return to Work interviews and Occupational Health referrals when necessary and report absence trigger levels to the Senior Management Team.
17. Providing advice and support to line managers in the management of long term absence.
18. Administering and updating People HR software for ELHA and R3 staff.
19. Assisting the Corporate Services Manager in supporting our Healthy Happy Staff group.
20. Responsibility for co-ordinating, reporting and providing feedback on "Hive".
21. Responsible for completing the Disability Confident Employer assessment and ensuring that all policy and procedures are in line with this award.
22. Managing the Bradford Score within the People HR software system and preparing reports on absence management for the Senior Management Team and Business Management Team.
23. Monitor and destroy data in compliance with the General Data Protection Regulations (GDPR) and our Openness and Confidentiality Policy.



24. Check and authorise the Chief Executive's timesheets, holiday requests, overtime payments and expenses.

Maintaining Records and Registers

1. In the absence of the Executive Support Officer (Governance), acknowledging any requests under the Freedom of Information Act or any Subject Access Requests, and updating the relevant Registers.
2. In the absence of the Executive Support Officer (Governance), submitting any Notifiable Events to the Scottish Housing Regulator as directed by the Senior Management Team.
3. In the absence of the Executive Support Officer (Governance), monitoring the Scottish Housing Regulator Landlord Portal and ensuring any requests from the Regulator are responded to promptly, co-ordinating responses as required.

Complaints and Elected Member Enquiries

1. In the absence of the Executive Support Officer (Governance), providing weekly updates to Management Team regarding outstanding complaint responses.
2. In the absence of the Executive Support Officer (Governance), recording enquiries from Councillors, MP's and MSP's and ensuring that appropriate staff respond to enquiries on time.

Information, Data and Publication Framework Management

1. In the absence of the Executive Support Officer (Governance), reviewing and publishing Management Committee papers online to ensure compliance with our responsibilities under Freedom of Information.
2. Maintain HR policies not published publicly on elha.com within the Committee area of elha.com.
3. Process incoming and outgoing e-mails from the Group HR, R3 Recruitment, ELHA Recruitment mailboxes.
4. In the absence of the Executive Support Officer (Governance), process incoming and outgoing e-mails from the Secretary mailbox.

Professional Responsibilities



1. As part of the Senior Management Team, ensuring that meeting notes and discussions are kept strictly confidential.
2. Undertake training as necessary to maintain high standards in the quality of your work.
3. Contribute to the development and achievement of our Business Plan.
4. Comply with our Dignity at Work and Staff Code of Conduct at all times.
5. Ensuring that the letter and spirit of our Equalities and Diversity policy is observed in all respects and at all times.
6. Carrying out other tasks as required that can be reasonably expected, in line with the grading and overall responsibilities of this post.



Executive Support Officer (HR)

Person Specification

About us

We are a growing organisation that builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our office in Haddington, we currently manage over 1,400 properties for rent and shared ownership throughout the area. Our subsidiary company, R3, provides a repair and maintenance service for our properties and other customers. We also operate a Care & Repair service across East Lothian for private tenants and homeowners.

The Job

The Executive Support Officer (HR) supports our Senior Management Team and our Management Committee in our overall management of the ELHA Group of companies with a particular focus on providing advice, support, guidance and overall administration for our HR functions. Aside from HR, this also means taking care of some routine administrative tasks, such as arranging meetings, taking minutes, liaising with Governing Body members etc, but a major part of the role is to carry out specific projects and individual pieces of work for the Senior Management Team.

The Executive Support Officer (HR) is regarded as being part of the Senior Management Team, and therefore this is an exciting role, placing you at the heart of our business. You will be well organised and motivated and used to dealing with confidential / sensitive information. You will need to manage a varied workload, often working to short deadlines, and require to be hard working and flexible, and able to work on your own initiative.

The following is a list of attributes that are either essential or desirable for this job.

Requirement	Essential	Desirable
Personal Attributes / Skills		
• Excellent communication skills, both written and oral	✓	
• Full understanding of HR policy and practice	✓	
• Excellent computer skills – able to use all standard Microsoft Office products such as Word, Excel and PowerPoint	✓	
• Excellent digital skills – familiar with updating and maintaining website content and use of digital systems generally		✓
• Excellent word processing, formatting and presentational skills	✓	
• Research, analysis and report writing skills	✓	
• Able to work on own initiative with minimal supervision and to tight deadlines, and to contribute to an effective team	✓	
• Able to maintain confidentiality	✓	
• A positive, flexible and professional attitude	✓	



Requirement	Essential	Desirable
Experience		
<ul style="list-style-type: none"> Proven track record in a support role to a senior manager or senior management team 	✓	
<ul style="list-style-type: none"> HR experience including HR management systems and supporting or leading disciplinary investigations and processes 	✓	
<ul style="list-style-type: none"> Working knowledge of GDPR legislation and managing requests for personal data 		✓
<ul style="list-style-type: none"> Experience of minute taking 	✓	
<ul style="list-style-type: none"> Experience of reviewing policies or procedures 	✓	
<ul style="list-style-type: none"> Experience of working with or supporting a Board or similar Governing Body 		✓
<ul style="list-style-type: none"> Knowledge of the social housing sector 		✓
Qualifications / Other Requirements		
<ul style="list-style-type: none"> CIPD Qualification in Human Resource Practices or significant experience within an HR environment 	✓	
<ul style="list-style-type: none"> HNC/HND Level in Business and Administration or similar 		✓
<ul style="list-style-type: none"> Ability to attend occasional evening / weekend meetings 	✓	
<ul style="list-style-type: none"> A strong commitment to excellent customer service 	✓	

SUMMARY OF CONDITIONS OF SERVICE

Executive Support Officer – Maternity Cover

Salary

EVH Grade 7 – currently £39,072 – 42,903.

We also offer a final salary pension scheme, a salary sacrifice electric vehicle and bike scheme, as well as enhanced allowances for leave and sickness.

Term of Contract

Fixed term until 31 December 2025

Hours of Attendance

Full time – 35 hours per week

A flexible working hours system is operated.

Holiday Entitlement

25 days annual leave + 15 statutory days

Pension

East Lothian Housing Association is a member of the SHAPS Pension Scheme. We are required to auto-enrol all our workers into the scheme where they meet the criteria defined in the Pensions Legislation and would therefore be required to auto-enrol you onto the pension scheme when/if you meet these criteria. If we enrol you onto the pension scheme, whilst you continue to meet these criteria, you will remain a member of the scheme, unless you apply to opt out.

Training and Development

The Association considers that training and development of its staff is an essential factor in achieving the Association's aims and objectives and in the maintenance of effective, well-motivated employees.

Equality & Diversity

The Association is committed to the promotion of equalities and diversity and to combat discrimination, direct or indirect, in its housing allocation, provision of services, membership, recruitment, Management Committee structure and employment practices.



**EQUALITY & DIVERSITY POLICY
SUMMARY FOR ISSUE AS A PUBLIC STATEMENT**

We are committed to promoting an environment of respect and understanding; encouraging diversity and eliminating discrimination by providing equality of opportunity for all in the following activities:

- Admission to the housing register
- Allocating housing
- Provision of all services to tenants and other customers
- Appointment of Consultants and Contractors
- Handling of comments and complaints
- Recruitment of Association members
- Recruitment of Management Committee / Board Members
- Recruitment and employment of staff, and all aspects of their Terms and Conditions of Employment

We are committed to complying with all current anti-discrimination law, regulation and good practice.

We aim to ensure that in all our policies, procedures and management decisions there is no discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation or on any other grounds.

We will provide information in alternative forms for those requiring it, for example translation into other languages where required.

As part of our commitment to Equality & Diversity, and in compliance with the Equality Act 2010, we have adopted a Disability Policy Statement and have been recognised by the Employment Service as a Disability Symbol User.

A full copy of our Equality & Diversity Policy may be obtained from the Association's offices at the address above.

Brian Logan

Brian Logan, Chair

Martin Pollhammer

Martin Pollhammer, Chief Executive

EAST LoTHIAN HOUSING ASSOCIATION LIMITED

BACKGROUND INFORMATION FOR APPLICANTS FOR EMPLOYMENT

The following information has been provided in order to give you an insight into the Association, its structure and activities.

The Job Description (enclosed) outlines the duties and responsibilities of the post for which you are applying. The Person Specification (enclosed) indicates the professional and personal skills and attributes required of applicants for the post.

THE ASSOCIATION

East Lothian Housing Association builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our office in Haddington, we currently manage around 1,400 properties for rent and shared ownership throughout East Lothian.

The Association

- is a non-profit distributing charitable organisation registered with The Scottish Housing Regulator and is committed to serving the housing needs of the residents of East Lothian.
- is run by a voluntary Management Committee of up to 15 members drawn from people with experience in all walks of life, who live, work or have some other interest or connection to East Lothian.
- was established in February 1988 by a steering group of local people concerned about the growing housing needs within the District and particularly in rural areas.
- provides accommodation for families, single people, the elderly and people with physical disabilities and special needs.
- manages East Lothian Care & Repair, who provide help and advice to disabled and elderly home owners and private tenants on financing and carrying out housing improvements, repairs and maintenance.

Our vision is:



MANAGEMENT OF THE ASSOCIATION

The Management Committee delegates operational responsibilities to a professional team of staff headed by the Chief Executive, Martin Pollhammer.

The management structure is as follows:

Function/Department	Headed by	Name
Finance & Corporate Services	Director of Finance & Corporate Services	Gary Alison
Housing	Director of Housing	Karen Barry
Asset Management & R3 Repairs	Director of R3 & Asset Management	Charlie Cooley
Care & Repair	Care & Repair Manager	Angela Bunton

DEPARTMENT FUNCTIONS

◆ Corporate Services

The department is primarily responsible for managing the Association's IT and Office Administration systems. The department is also responsible for responding to customer enquiries, in person, by phone, web and email and for the provision of administrative and support services to other departments when required (e.g. keeping our housing register data up to date). In supporting the Association's governance, the department provides Company secretarial duties, and Management Committee administration.

◆ Housing Management

This department is responsible for the general management of the Association's housing stock and the provision of services to our tenants and other customers including: maintenance of the housing register; allocation of housing, including shared ownership; estate management, which includes looking after the areas around our housing; tenant participation and support; rent arrears management; responding to customer enquiries; and dealing with anti-social behaviour.

◆ Asset Management

The Asset Management Department is responsible for the planning and implementation of the Association's cyclical and planned maintenance programmes to ensure that the properties are maintained in good order with a view to maximising the life expectancy of the houses. In order to improve the effectiveness of this process, the management, delivery and monitoring of reactive maintenance is also carried out by Asset Management. Asset Management also provides advice to tenants on all aspects of maintenance including, for example, alterations and medical adaptations.

◆ Care & Repair

Care & Repair provides assistance to elderly and disabled homeowners and private tenants to carry out necessary repairs and adaptations to their homes to enable them to maintain their independence. The service was established in 1987 and is managed by East Lothian Housing Association and funded by East Lothian Council.

The Care & Repair Service also includes the Small Repairs Service to carry out small repairs for eligible clients. Labour is free of charge, clients only have to pay for materials.

◆ Finance

The functions undertaken cover all aspects of Group financial and management accounting services including inter-group transactions.

◆ **Development**

The Development Programme is delivered through a Strategic Alliance with the Places for People Scotland Group. The Association aims to target its investment to provide high quality affordable homes for rent throughout East Lothian. The Development Programme is funded through Housing Association Grant (HAG) and private finance.

◆ **R3 Repairs Limited**

The Association has a subsidiary company, R3 Repairs Limited, which provides maintenance services. It is governed by its own Board which is responsible for recruiting and managing its staff.

Proof of Eligibility to Work in the UK

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006, section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016.

Under this law, it is a criminal offence for East Lothian Housing Association Ltd to employ a person who is not entitled to work in the UK. If you are short listed, then on the day of your interview, you **must** either:

- provide documents from List A or List B – Group 1 or List B – Group 2 so we can manually check your eligibility to work in the UK status (all), or;
- provide us with a Share Code so that we can check your eligibility to work in the UK status online (non-British and non-Irish citizens)

If you are a British or Irish citizen and do not have a passport (current or expired), please refer to points 3, 5, 6, 7 and 8 of List A.

If you are a non-British or non-Irish citizen and cannot show your original documents or your online immigration status, we will contact the Home Office to check your immigration status.

LIST A

1. A passport (current or expired) showing you are a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing you are an Irish Citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that you are exempt from immigration control, are allowed to stay indefinitely in the UK, have the right of abode in the UK, or have no time limit on your stay in the UK
5. A current Immigration Status Document issued by the Home Office to you with an endorsement indicating that you are allowed to stay indefinitely in the UK or have no time limit on your stay in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 1

1. A current passport endorsed to show that you are allowed to stay in the UK and are currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to you with a valid endorsement indicating that you may stay in the UK and are allowed to do the type of work in question, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 2

1. A document issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that you have made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that you are permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that you may stay in the UK and are permitted to do the work in question.