

# Recruitment Pack: Corporate Assistant



<b>Job Title:</b>	Corporate Assistant
<b>Current Place of Work:</b>	Craigdale Housing Association, 83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS
<b>Salary:</b>	£30,250.00 to £37,984.00
<b>Contract:</b>	Fixed Term (12 months)
<b>Closing Date:</b>	<b>Friday 13<sup>th</sup> March at 5.00pm</b>

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## Craigdale Housing Association History

### Work with Us

It is an exciting time to work with Craigdale Housing Association and we are looking for dynamic and motivated individuals to join us.

As an innovative and award-winning Housing Association we are committed to continual improvement to ensure we continue to deliver excellent services to all of our customers, now and in years to come. This has led to a number of opportunities to work with us to help us achieve our vision of Changing Lives for the Better.

We are a community-based housing association located South-East of Glasgow. We manage 407 homes, factor 20 properties and provide tenancy support and community development activities to enhance the local area.

We are a value led organisation, and you will share our commitment to respect, openness, trust and listen.

The post holder will be expected to meet the competency levels expected of all Craigdale staff particularly with emphasis on attitude, behaviours and a customer first approach.

Our employees are expected to take ownership of their workload and adopt a solution-focussed approach that makes a difference to our tenants, other customers and stakeholders.

We are looking for candidates with a positive attitude and the ability to build strong working relationships with their colleagues.

### Our commitments

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age or religion or belief. While we have a policy of treating more favourably candidates sharing any particular protected characteristic, we are particularly interested to hear from suitably qualified applicants with a disability and or from a black or minority ethnic background as these groups are under-represented in our staff team.

### Our structure

Craigdale Housing Association is an organisation with a strong sense of identity and pride in the area we live and work and where there is evidence of the City's rich industrial and cultural heritage all around us.

## Our Competencies

Our employees are expected to meet the competency levels with an emphasis on attitude, behaviours and a customer first approach.

All employees are expected to be able to demonstrate the four core competencies; Teamwork, Taking Ownership, making a Difference, and Solutions Focussed.

Our Leaders are expected to be able to demonstrate the additional three competencies: Leadership, Business Focus and Decision Making.

Our Senior Management Team must also demonstrate Strategic Awareness and Directing the Association.

## Worker Privacy Notice Summary

Craigdale Housing Association (the Association) is committed to ensuring the lawful, fair and transparent management of personal data.

We collect and process personal data relating to you to manage the recruitment process. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. This notice applies to all applicants.

Craigdale Housing Association is a Data Controller and registered with the Information Commissioner's Office (Registration No: Z5480995).

Data Protection Officer: In the first instance general queries and requests should be emailed to [dataprotection@craigdaleha.co.uk](mailto:dataprotection@craigdaleha.co.uk)

The data collected via the application process will be used to progress applicants through the recruitment process. The following data will be collected for successful applicants: identification documents, background checks conditional for your engagement with us (PVG/Disclosure/DVLA checks relating to criminal convictions/offences), former employers or other individuals whom you have given up permission to contact to provide us with a reference and medical reports (where required for the post).

## Get In Touch

For any recruitment queries contact [frances@craigdaleha.co.uk](mailto:frances@craigdaleha.co.uk) or [linda@craigdaleha.co.uk](mailto:linda@craigdaleha.co.uk)

Please note that Frances will be on annual leave from 2.30pm, Tuesday 24<sup>th</sup> February until 9.00am, Thursday 12<sup>th</sup> March 2026, so all queries should be directed to Linda Chelton from this point.

## Our Mission, Vision and Values

<b>Mission Statement:</b>	We are passionate about providing excellent affordable homes and services for our community
<b>Vision:</b>	Changing Lives for the Better
<b>Values:</b>	
<b>Respect</b>	We will treat people with courtesy, politeness and kindness; recognising that people have rights, opinions and experiences
<b>Openness</b>	We will be transparent and accountable in all our actions, and decision-making
<b>Trust</b>	We will be honest; objective; consistent; open and lead by example in everything we do
<b>Listening</b>	We will actively listen to what people tell us

Job Description: Corporate Assistant			
Job Details			
<b>Title</b>	Corporate Assistant	<b>Responsible To</b>	Corporate Manager
<b>Department</b>	Corporate	<b>Responsible For</b>	n/a
<b>Grade</b>	EVH Grade 5/6 PA13 – PA20	<b>Last reviewed</b>	February 2026
Job Summary/Overview			
<p>To assist the Corporate Manager (CM) in the provision of first class responsive corporate service to both internal and external customers.</p> <p>The Corporate Assistant should embrace the association's Values and behaviours within their working practices and in their dealings with customers.</p>			
Job Outputs			
The post holder is responsible for carrying out the undernoted key tasks in accordance with agreed policy, procedures and processes:			
Key Tasks		Includes the requirement to:	
<b>Corporate Governance (General)</b>		<ul style="list-style-type: none"> <li>• Maintain the Association's registers as per the Association's Rules &amp; Standing Orders.</li> <li>• Arrange training events.</li> <li>• Arrange annual Board appraisals &amp; skills assessments.</li> <li>• Issue Codes of Conduct and Annual Declarations to Board &amp; Staff members.</li> <li>• Prepare paperwork for new Board Members induction.</li> <li>• Assist where required in ensuring the Association complies with Annual Assurance Statement (AAS) as required.</li> <li>• Maintain the Annual Assurance Statement AAS Evidence Library and website.</li> <li>• Ensure that all Tenants Health &amp; Safety Records i.e. gas, electrical and energy performance certificates, damp &amp; mould, legionella and asbestos reports have been uploaded onto individual property records on SDM.</li> <li>• Maintain the Policy Register and review schedule.</li> <li>• Maintain annual meeting and events schedule.</li> <li>• Arrange Board &amp; Committee meetings, including circulation of papers, taking minutes, maintain attendance record and attending meetings. Order catering etc for meetings as required.</li> <li>• Arrange Annual General &amp; Special meetings including circulation of papers, taking minutes, maintain attendance record and attending meetings.</li> <li>• Co-ordinate consultations with tenants and other service users as required.</li> </ul>	

<b>Performance &amp; Risk Management</b>	<ul style="list-style-type: none"> <li>• Coordinate the Annual Return of the Charter (ARC) return and update data dictionaries.</li> <li>• Contribute to the internal and external audit processes as required.</li> <li>• Ensure effective risk management and risk mitigation practices are embedded within corporate services.</li> </ul>
<b>Tenant Participation &amp; Consultation</b>	<ul style="list-style-type: none"> <li>• Participate with the production of Newsletters, Annual Reports and other publications.</li> <li>• Develop, maintain and update the Website and other social media platforms.</li> <li>• Participate in community events.</li> <li>• Actively promote membership of the Association.</li> </ul>
<b>Office Management &amp; Administration</b>	<ul style="list-style-type: none"> <li>• Provide other departments with administrative support as required.</li> <li>• Work with the IT Consultants on hardware and software performance, security and requirements.</li> </ul>
<b>Reception</b>	<ul style="list-style-type: none"> <li>• Cover Reception on a Thursday (9am-5pm) &amp; Friday (9am-3.45pm) and as required i.e. annual, sick leave.</li> </ul>
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>• Process emergency repairs when required.</li> </ul>
<b>Complaints</b>	<ul style="list-style-type: none"> <li>• Ensure service failure complaints are investigated, dealt with promptly and effectively and in line with required timescales.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Attend meetings out-with normal working hours as required.</li> <li>• Attend training and personal development sessions as required.</li> <li>• Ensure compliance with Craigdale's policies, procedures and processes.</li> <li>• Promote Craigdale's Equality &amp; Diversity Policy.</li> <li>• Carry out other tasks reasonably appropriate to this post.</li> </ul>
<b>General Data Protection Regulations</b>	<ul style="list-style-type: none"> <li>• Handle and protect all personal data in line with our Data Protection policies and current Data Protection legislation.</li> <li>• Assist with annual data cleanse.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Contribute to the annual budget setting process.</li> </ul>
<b>Value for Money</b>	<ul style="list-style-type: none"> <li>• Endeavour to achieve VFM in all the delivery of services and to bring to the CEO's attention any opportunities for improvement.</li> <li>• Work within defined limits of financial authority.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensure Staff Register and Visitors book are produced at the assembly point in case of a fire.</li> </ul>



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|  | <ul style="list-style-type: none"><li>• Assist Corporate Manager with health &amp; safety housekeeping.</li></ul> |
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**This job description is designed to provide a general statement of the required tasks, duties and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.**

Person Specification: Corporate Assistant		
Education & Qualifications	Essential	Desirable
Good standard of general education		x
Experience working in an office environment		x
Commitment to continuing professional development	x	
Experience/Knowledge	Essential	Desirable
Sound working knowledge of Microsoft Office including Word, Excel, PowerPoint, and Outlook.	x	
Experience of working with a range of stakeholders in a customer-focused environment.	x	
Experience providing reception/front-line support, handling enquiries by phone, email, and in person		x
Experience collating documentation, and assisting with meetings, including minute taking.		x
Experience managing office systems, records, and supplies.		x
Experience supporting governance processes	x	
Skills & Abilities	Essential	Desirable
Good interpersonal skills for liaising with staff, tenants, and external stakeholders.	x	
Experience using digital platforms for communication and promotion (e.g., intranet, newsletters, social media).		x
Ability to support digital transformation initiatives and suggest process improvements.		x
Knowledge of health and safety and facilities management.		x
Personal Qualities	Essential	Desirable
Excellent customer care and communication skills – written, face-to-face and on the telephone.	x	
Ability to use own initiative and to work effectively as part of a team.	x	

Ability to follow procedural guidelines and communicate confidently.	x	
Ability to exercise good judgement based on information from a range of sources.	x	
Understand the importance of actively promoting Equality, Diversity & Inclusion in all aspects of the job role.	x	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Driving is not an essential requirement of the post.		x
Evening and very occasional weekend work is a requirement of the post.	x	

## Summary of Main Conditions

Craigdale Housing Association is a member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH terms. A summary of the principal areas are as follows:

### Salary Scale:

The current salary scale for this post is EVH Grade 5/6, PA13: £30,250.00 to PA20: £37,984.00

The salary is paid by direct credit transfer monthly, normally on 15<sup>th</sup> of each month.

### Contract Type:

12 Month fixed term contract (with a view to becoming permanent after review of staff structure).

### Hours of Work:

Normal hours of work are 35 hours per week

The Association currently operates a Flexi-time system. Occasional work out with and in excess of normal working hours may be required. Compensation will be in the form of plain time-off-in-lieu and subsistence payment depending on number of hours worked in one day.

### Holiday Entitlement:

The annual holiday year for all employees runs from January to December with a total of 27 days annual leave and 15 days public holidays per annum (these will be apportioned accordingly).

### Place of Work:

Craigdale Housing Association Ltd, 83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS

### Pension:

Craigdale Housing Association is a member of the Scottish Housing Association's Pension Scheme. Details of the pension scheme CHA currently provides are as follows:

Defined Contribution scheme, with the option of an employee contribution of minimum 5% - 16%, with the CHA contribution being 10%. Please note that life cover is included in the employer contribution.

You will be automatically enrolled in the pension scheme we currently provide, being the Defined Contribution 5% scheme. You may opt out if you wish.

### Notice Period:

By employee:		1 month
By CHA:	(i)	continuous service under 5 complete years ~ 4 weeks.
	(ii)	continuous service of 5 years and over ~ 1 week for each complete year of service, up to a maximum of 12 weeks.

**Additional Information:**

Craigdale Housing Association currently offers private health care insurance.

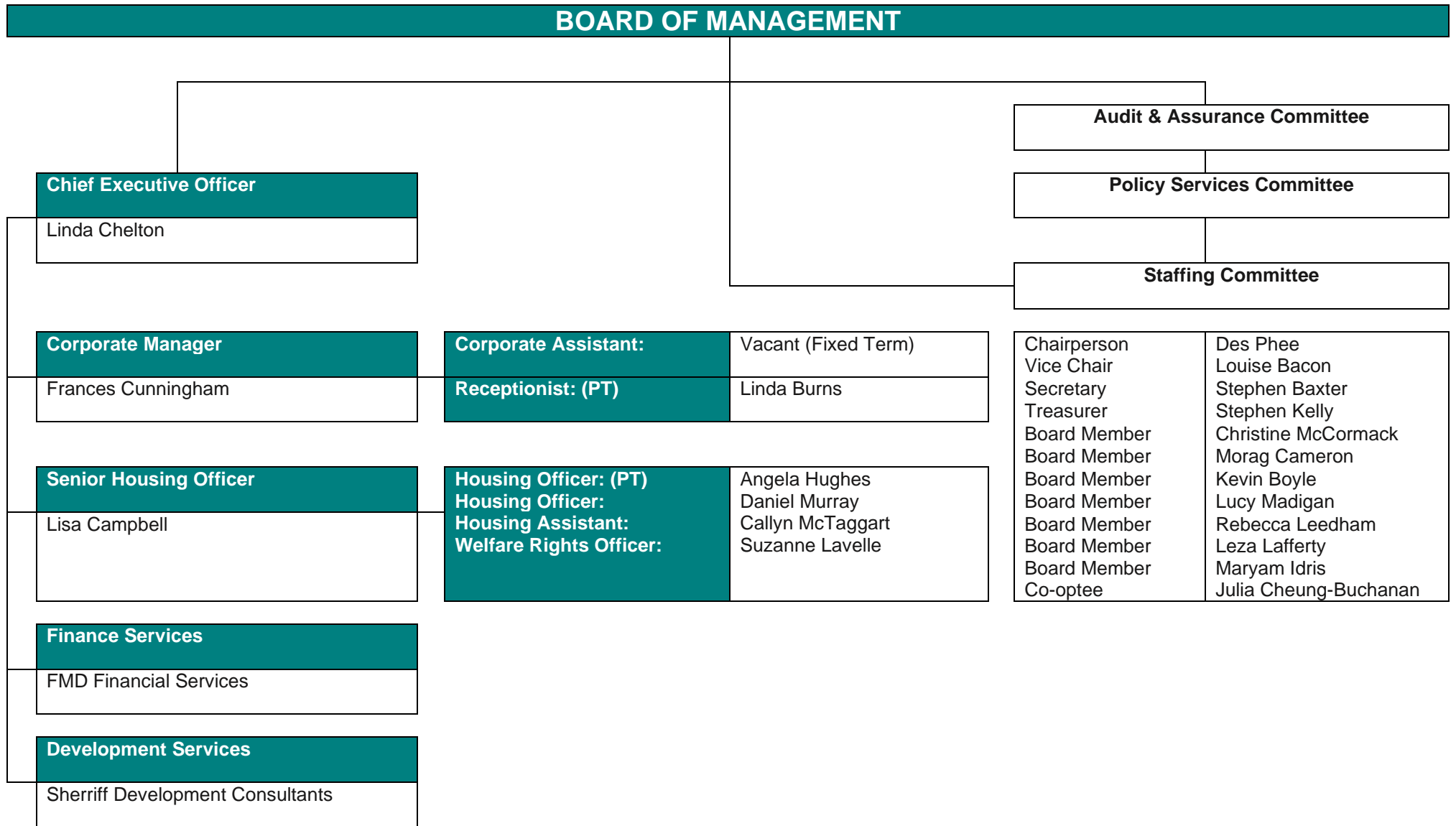
**This summary is for general guidance of applicants and will not form part of the contract of employment.**

**Any offer of employment will be subject to the receipt of satisfactory references.**



## Board & Staff Structure

The Association is managed by a Board who meeting monthly and currently operates three committees as follows.



## Contractors & Suppliers List

Auditors	
Chiene Tait (CT) - External	Wylie Bisset – Internal

Legal Services	
Brechin Tindal Oatts	Mellicks Solicitors
Harper Macleod	

Contractors & Suppliers	Contractors & Suppliers	Contractors & Suppliers
Allpay Ltd	Closomat	John Mccready
A1 Fire Protection Engineers Ltd	Community Resourcing	Kiswebs
Acas	Crown Decorating Centre	Lyreco Uk Ltd
Atkinson Partnership	CT	Linear Landscaping
Adaptocare Ltd	Culture & Sport	Mellicks
A Jamieson Builder	Curb01	MSI Scotland
ACS Physical Risk Control	Castlemilk Parish Church	Ian Mcdonald Flooring
Adapt With Care Ltd	CIOH	MCN (Scotland) Ltd
AJ Balfour	Dalkia Scotshield	James Mearchent & Sons
Alpaca Global Solutions	Damm	Martec Engineering Ltd
Andrew Deptford	Dampness & Rot	MPC Driven Ltd
Ardenglen Housing Association	Dickson Hardware Store	W Munro (Rehab) Ltd
Asbestos Building Surveys	Document Data Group	NCS Office Systems (Scotland) Ltd
AS Homes	Dollywood Foundation Uk	North View Housing Association
Avison Young	Energy Action Scotland	NBM
Bield Response 24	Enviraz (Scotland)	Office Care Scotland
Brechin Tindal Oatts Solicitors	EVH Ltd	The Print Broker (Scotland) Ltd
Blair Drummond SP	Castlemilk Community Council	Pensions Trust
The Blind Guy	FMD Financial Services Ltd	Robertson Acom Ltd
Bromac Ltd	Fair Deal	Recognition Express
Birgidale Complex Scio	Francotype Postalia	Reidwire Ltd
BR Electrical Maintenance	Glasgow City Council	Retrofit Associates
Chubb Fire & Security Ltd	GHA	Richardson Starling
Caley Office Group	Arthur J Gallagher	Rowan Consultancy
Contact Publicity	Glasgo Cabs	Scottish Federation Of Housing Association
Cassiltoun Housing Association	Gold Consultancy	SPSO
Caledonian Maintenance Services Ltd	Graham Sibbald Llp	Scottish Power
Cardinus	Gracey And Associates	Scottish Government
C.A.S Contract Cleaning	GWSF	SDM
Craig & Buchanan Ltd	Hm Revenue & Customs	SDC Development Consultants
Cargill Property Maintenance Ltd	H2o Legionella Control Services	SHARE
City Technical Services Ltd	Highlander Recycling	J & E Shepherd Chartered Surveyors
Clausomat LTD	HOLTEK	SID Asset Management
City Pest Solutions Ltd	Housing Online	Sodexo Prestige
City Tech2	Housing H&S Compliance Uk Ltd	Southside Housing Association
Cd Consultancy	It Care Ltd	SDA Facilities Management



Contractors & Suppliers	Contractors & Suppliers	Contractors & Suppliers
Lanes Group Ltd	Indigo House	Spie Scotshield
City Building (Contracts) Llp	IAS Landscape Management Ltd	Saint Andrews First Aid
Community Links	JMP	TPASs Scotland
City Building Qc	Jones Lang Lasalle Ltd	

## Summary of Staff Fair Processing Notice

**This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.**

The Association is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation, which is applicable from 25 May 2018, together with any domestic laws subsequently enacted.

We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Information Commissioner's Office (ICO) under registration number Z5480995 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer service is provided by RGDP LLP and can be contacted either via 0131-222-3239 or [info@rgdp.co.uk](mailto:info@rgdp.co.uk). Any questions relating to this notice, and our privacy practices, should be raised with the Data Protection Officer / Corporate Manager.

We collect the following information from you, both from information you have supplied and/or from third parties. We collect the following:

- Name
- Date of Birth
- Address
- Telephone Number
- E-mail address
- National Insurance number
- Personal characteristics such as gender and ethnic group
- Qualifications
- Absence information
- Disabilities
- Trade Union membership
- Bank Details
- Pension Details
- Next of kin
- Confirmation of your right to work in the UK (We are legally required to hold a copy of these documents for the duration of your employment)
- Conflicts of Interest

We collect and use the above information and personal data for:

- Administration of contracts of employment
- Payment of salaries
- Recruitment and selection
- Pensions and associated benefits, appraisal, training and development
- Membership of professional bodies
- Health & Safety
- Monitoring equality & diversity
- Statutory Reports

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments
- To allow your pension provider to process pensions information and handle your pension
- To allow your electronic payslips to be produced and issued to you
- If we enter into a joint venture with or are sold to, or merged with, another business entity
- Occupational Health purposes
- As required by law

Your information will only be stored within the UK.

When you give us information, we ensure that your personal information is kept secure and safe. All staff files are held electronically, within a restricted folder. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.

You have the right at any time to:

- Ask for a copy of the information about you held by us
- Require us to correct any inaccuracies
- Request that the data is deleted

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Data Protection Officer / Corporate Manager.

You have the right to complain to the Information Commissioner's Office in relation to use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland  
45 Melville Street, Edinburgh, EH3 7HL  
Telephone: 0131-244-9001  
Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

The accuracy of information held is important to us - please help us keep our records updated by informing us of any changes to your contact details.

Craigdale Housing Association Limited, 83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS  
Tel: 0141-634-6473, E-mail: [dataprotection@craigdaleha.co.uk](mailto:dataprotection@craigdaleha.co.uk), Website: [www.craigdaleha.co.uk](http://www.craigdaleha.co.uk)

Craigdale Housing Association is a Scottish Charity (Scottish Charity Number SC031879), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2296R(S) and having its Registered Office at 83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5480995 and we are the data controller of any personal data that you provide to us. Any questions relating to this notice and our privacy practices should be sent to Craigdale Housing Association Limited, 83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS, Tel: 0141-634-6473, E-mail: [dataprotection@craigdaleha.co.uk](mailto:dataprotection@craigdaleha.co.uk)

## Guidance Notes for Application Form

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

1. The form should be completed in **black ink or black ballpoint pen** or typed for photocopying purposes.
2. Please **do not** send in your Curriculum Vitae.
3. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. Please note that referees will not be contacted prior to interview.
4. The enclosed Person Specification/Personal Profile lists the **minimum** essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form and assess this against the Person Specification/Personal Profile.
5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
6. If you are short listed for interview, the Selection Panel will wish to discuss the areas covered in the Person Specification/Personal Profile in more detail. In particular, the Panel will assess your commitment to and understanding of Diversity & Equal Opportunities.
7. If you are related to any members of staff, board, consultants, contractors or suppliers to the organisation – this should be shown clearly on the relevant part of the form. This will not necessarily be detrimental to your application.