



DATE: 5th January 2023

Dear Applicant

Application Pack for Post of Administrative Assistant

Please complete and return the enclosed application form and other forms by e-mail to asweeney@knowes.org by **12 noon on Friday 27th January 2023**.

It is planned to hold interviews on Thursday 9th February 2023. These will be held at Knowes HA's office at 10 Field Road, Faifley, G81 5BX.

Please note CVs will NOT be accepted for this position.

If you would like more information about the post please e-mail edavidson@knowes.org or telephone 01389 877752 to arrange a telephone appointment.

Yours faithfully

Amy Sweeney
Corporate Services / Compliance Officer



JOB ADVERTISEMENT

Position: Administrative Assistant

Salary EVH Grade 4 £22,197 - £25,101

Company pension scheme and health care scheme

Contract: Permanent 35 hours per week, office based, flexi-time

Knowes Housing Association Ltd (KHA) is a community based social landlord committed to its mission of providing good quality affordable housing and services which meet the needs and aspirations of the community we serve. The Association owns and manages 1048 properties and provides factoring services to 569 customers situated mainly in the Faifley area of Clydebank. We have 23 members of staff and an annual turnover of £4.8m.

Knowes is looking for an outstanding candidate to deliver effective administrative support to the Association's Corporate Services Team, assisting the Corporate Services/Compliance Officer, the CEO and the Committee in their main areas of work; specifically around office administration and customer support. The post holder will also play a role in the provision of administrative assistance to other departments within the organisation.

You will be customer focussed and have excellent spoken and written communication skills. Experience in the social housing sector is not an essential requirement of this post but ideally you should be able to demonstrate the ability to work in an office environment. You should have excellent IT skills and knowledge of using Microsoft Office for preparing letters, minutes of meetings and reports.

KHA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

If you are interested in this exciting opportunity, please visit our website: <https://www.knowes.org/job-vacancies/> for an application pack. The interview date is Thursday 9th February 2023. Completed applications must be returned to asweeney@knowes.org by **12 noon on Friday 27th January 2023.**

Should you wish an informal discussion regarding this post please contact edavidson@knowes.org to arrange a telephone appointment.

Knowes Housing Association Ltd, Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX; Registered with the FCA under the Co-operative and Community Benefit Societies Act 2014 (No. 2518R(S)) and with The Scottish Housing Regulator No. HEP300; Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SC027466 and a registered property factor (Reg. No. PF000201)



KNOWES HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE: *Administrative Assistant*

ACCOUNTABLE TO: *CEO and Management Committee*

REPORT TO: *Corporate Services/Compliance Officer and CEO*

DATE LAST REVIEWED: January 2023

2023

VERSION:

OBJECTIVES OF THE POST

The post holder will assist the Corporate Services/Compliance Officer (CSCO) in delivering effective support to the Association's customers, Management Committee and Senior Management Team in all aspects of Customer Services, Office Administration, Human Resources, Health and Safety and Governance and Compliance.

Providing the first line of service to the Association's customers, ensuring a high quality of internal and external corporate communications, assisting the Corporate Services/Compliance Officer in delivering the Association's Code of Governance. The role also includes the assistance in our wider role programme including working with the Customer Working Group, local education establishments, welfare assistance and community events.

Will assist the CSCO in developing and implementing the Customer Engagement and Tenant Participation Strategies. Promoting Share and Committee membership, ensuring that members of Committee receive appropriate training, induction and support.

ROLE OF POST

The role of this post is to assist the Corporate Services/Compliance Officer in all of their duties throughout the organisation. This post also provide administration and support services for the other sections within the Association.

This is an office based post.

PRINCIPLE DUTIES

1. Assist with greeting and directing visitors at the Association's office including customers and contractors.
2. Answer the telephone and direct calls to other departments when necessary and provide information and advice on the Association's services as required.
3. On a rota basis assist the Property Services Team with taking emergency repairs calls from 8.00am to 9.00am.
4. Assist with scanning documents for departments as required.
5. Assist in preparation of meeting rooms, ensuring tea and coffee is provided for visitors as required.
6. Take minutes for staff and committee meetings (this may involve evening work).
7. Organise catering for staff meetings, training days, committee meetings and Annual General Meeting (AGM) as required.
8. Assist with organising AGM and taking attendance register and minutes at AGM.
9. Assist the CSCO in updating the website and social media sites as required.
10. Assist the CSCO in the preparation of ongoing compliance data across the organisation and collation of evidence to support the Annual Return on the Charter and Annual Assurance Statement.
11. Assist the CSCO with the Customer Working Group to ensure resident participation in all the Association's activities and decisions.
12. Ensure that all outgoing mail and incoming mail is processed in accordance with Royal Mail procedures.
13. Assist with raising purchase orders.
14. Open and close office if first or last person there and ensure shutters are raised in morning and closed in evening and the side gate locked.
15. Ensure that the reception area and committee rooms are always neat and tidy and information in the reception area is kept up to date including the noticeboard.
16. Responsible for ensuring that all office areas including the upstairs storage areas are kept tidy. Liaise with the other departments within Knowes HA to ensure that all areas are cleared regularly of all old paperwork in accordance with the Association's Data Protection Policy and Procedures.
17. Assist the CSCO with health and safety and fire and legionella checks in the office.
18. Assist customers with using the reception kiosk.

19. Assist customers with using the customer portal.
20. Assist customers with obtaining fuel vouchers and emailing or posting these to customers.
21. Update the communications register as required.
22. Enter complaints into the system and monitor completion dates.
23. Liaise with all sections to ensure that communications and complaints are answered on time.
24. Assist Housing Services with the administration work surrounding the allocations process and review.
25. Provide admin support to other sections within the organisation which will involve assisting with projects and work in other departments as required.
26. Help with covering for holiday and sick leave in Finance, Housing and Repairs and Maintenance Sections.
27. Any other duties as reasonably assigned by the CEO and the Corporate Services/Compliance Officer.

Person Specification – Administrative Assistant	Essential	Desirable
Skills & Abilities	<ul style="list-style-type: none"> • Excellent written communication skills • Excellent verbal communication skills • Confident in ability to have telephone conversations with or meet with customers • Self-motivated • Ability to work to deadlines • Attention to detail • Ability to organise and deal with multiple tasks • Excellent IT and problem solving skills • Ability to learn new tasks quickly • Ability to work well within a team 	<ul style="list-style-type: none"> • Able to demonstrate initiation and flexibility in managing workload • Educated to HND level in a relevant discipline • Ability to suggest and implement innovative solutions to help improve the services of Knowes HA
Experience	<ul style="list-style-type: none"> • Demonstrate experience working in an office environment • Experience of producing mail merge letters • Experience of using IT solutions 	<ul style="list-style-type: none"> • Experience of a working within a Housing Association environment

Person Specification – Administrative Assistant	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of Microsoft computer packages • Knowledge of office administrative processes and procedures 	<ul style="list-style-type: none"> • Understanding of social housing and context
Values/Attitudes	<ul style="list-style-type: none"> • Committed to the principles of customer care in a public or charity sector • Committed to continuous improvement • Customer focused • Professional approach, displaying honesty and integrity • Respect for customers and colleagues • A can do attitude 	<ul style="list-style-type: none"> • Demonstrate a knowledge of equal opportunities principles and practice • Desire to learn and develop career within Social Housing
Other requirements		<ul style="list-style-type: none"> • Full driving licence and use of own car



Please read these notes carefully – they are to help you make the best of your application

1. The form should be typed or completed in black ink or black ballpoint pen 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 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 be contacted prior to interview unless candidates indicate otherwise on the appropriate part of the Application Form.

4. The enclosed Person Specification 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.
5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work that 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, voluntary or paid, 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 Job Description and Person Specification 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, consultants, contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not be detrimental necessarily to your application.
8. Please note if you are related to a member of our Management Committee or a member of our Management Committee who has left in the past year, we will be

unable to accept an application from you as this is prohibited by the Association's Rules.

9. If you are called for interview you will be required to complete a confidential Criminal Conviction Declaration Form.
10. A Disclosure Scotland check will be required to be completed for the successful candidate.



IN CONFIDENCE

PLEASE COMPLETE ALL SECTIONS
CV's will not be accepted as substitutes for incomplete information.

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

The information provided within your application form will be processed in accordance with the Data Protection Act 1998 and GDPR Regulations 2018.

Post Applied For: Administrative Assistant
Closing date for receipt of applications is: 12 noon on Friday 27th January 2023
Applications received after this time will NOT be considered

Personal Information

Title:	Surname:	First Name:
Address for Correspondence:		
Postcode:		
Private Telephone Number:	Mobile Number:	
E-mail Address:		
Your Daytime Telephone Number (on which a message may be left):		

Committee Members

Are you related to a member of our Management Committee

YES NO

Please Note: If you are related to a member of our Committee or someone who has been a member of our Management Committee in the past year, we are unable to progress your application as it is against the Entitlements, Benefits and Payments Policy and Rules to employ someone who is related to a Committee Member or has been a member of our Management Committee in the past year.

Relationship to Staff Members

If you are related to any employee of Knowes Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details:

Assistance for people with disabilities

We are committed to being an Equal Opportunities Employer and do not discriminate in any way.

If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt, for you, if you are called to interview or if successfully employed? Please give details below.

Referees

Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Knowes Housing Association does not accept references from family members.

Referees will not be approached prior to a conditional offer being accepted.

Name:

Job title:

Company:

Address:

Postcode:

Email:

Tel No:

May we contact this referee prior to interview

YES NO

Name:

Job title:

Company:

Address:

Postcode:

Email:

Tel No:

May we contact this referee prior to interview

YES NO

Asylum & Immigration Act 2006

The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the EU. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the EU. Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document [or combination of documents] indicated by the Act.

Do you currently have the right to work and live in the EU? **YES/NO** (please delete as appropriate)

Declaration

I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

Signed: _____ **Date:** _____

Post Applied For: _____ Administrative Assistant _____

Secondary Education (please list subjects passed)

Standard/'O'Grade or equivalent	Grade	Higher Grade or Equivalent	Grade

Further Education

University or Further Education Establishment	Course(s) & Subjects Studied	Degrees, Diplomas, Certificates Obtained

Professional Qualifications

Name of Awarding Body	Qualifications Obtained, Membership of Professional Institution etc

Training Courses

(Please give details of any relevant short courses or training undertaken)

Course(s) Undertaken	Provider(s)

Computer Skills (please detail your experience)

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Driving Licence

- Do you possess a full current driving licence? **YES/NO** (please delete as appropriate)
- Do you have access to a car for work purposes? **YES/NO** (please delete as appropriate)
- Are you insured for Business purposes? **YES/NO** (please delete as appropriate)

Present or Most Recent Employment

Name & Address of Employer	Date From:		Date To:	
	Position Held:			
	Salary and other benefits/payments			
	Notice Required:			
	Reason for Leaving:			

Nature of Post (please describe your main duties):

Employment History (In order of most recent first)

Name & Address of Previous Employer(s)	From Month/Year	To Month/Year	Position Held, Main Duties and Reason for Leaving

Please continue on a separate sheet if necessary.

Additional Information

Please outline your relevant skills and experience for the post you are applying. Please ensure you relate your skills and experience to the job description and person specification. Continue on a separate page if necessary:

Rehabilitation of Offenders Act 1974

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a 'rehabilitation period'. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are 'spent' under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

Canvassing

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

Confirmation of Qualifications

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

Advertisement Source

Where did you see this post advertised? _____

Completed forms should be returned by e-mail to: asweeney@knowes.org

Or by post marked Private & Confidential to:

**Amy Sweeney
Corporate Services/Compliance Officer
Knowes Housing Association
10 Field Road
Faifley, Clydebank
G81 5BX**

(Please affix the required postage for weight/size of envelope if returning by post)

(If returning the application form by e-mail please note that there is no need to also post a hard copy. If shortlisted, you will be asked to sign your application form at interview.)

**Please note: the closing date/time for receipt of applications is
12 noon on Friday 27th January 2023.**

The planned interview date for this post is Thursday 9th February 2023.

If returning your form by e-mail you should receive an acknowledgement within 1 day. If returning by post then please allow five days for an acknowledgement. It is your responsibility to ensure your completed form is with us by the closing date given above. If you do not receive an acknowledgment of receipt by the time given above please telephone 01389 877752. Knowes HA cannot accept responsibility for applications not received.



Equality, Diversity, and Inclusion Monitoring Form

Information for those completing the form

Why are we asking for equality information?

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

What do we do with equality information?

We use equality information for a range of purposes, including to help us to:

- protect and promote your rights and interests;
- promote equality objectives across our services;
- identify and address our customers' needs, and improve our services; and
- identify and eliminate any form of discrimination.

Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

We may ask for some information in other forms where this is required by law. For example, where we need to know your age if you are applying for a home as only those over 16 years old can be registered on our housing list.

How do we process your equality information?

We process equality information strictly in line with data protection law, including by:

- processing your equality data confidentially;
- restricting access only to relevant staff members;
- retaining equality information only as long as necessary;
- sharing data only as lawfully permitted; and
- destroying data securely.

Who do we gather equality information about?

We gather equality information from:

- people who apply for a home;
- tenants;
- people who apply for a job with us;
- our employees;

- board and committee members; and
- elected members (in case of local authorities)

Other formats: We can provide this document in alternative formats and languages if required and more information to help you to complete the form is available info@knowes.org .

Age

Alternative format:

Please tick the band for your age:	16–24	<input type="checkbox"/>	25–34	<input type="checkbox"/>
	35–44	<input type="checkbox"/>	45–54	<input type="checkbox"/>
	55–65	<input type="checkbox"/>	65+	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>			

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

Buddhism:	<input type="checkbox"/>
Christianity	<input type="checkbox"/>
Catholic:	<input type="checkbox"/>
Protestant:	<input type="checkbox"/>
Other:	<input type="checkbox"/>
Hinduism:	<input type="checkbox"/>
Islam:	<input type="checkbox"/>
Judaism:	<input type="checkbox"/>
Sikhism:	<input type="checkbox"/>
Other religion (please state what this is):	<input type="checkbox"/>
No specific belief in religion (for example, atheism or agnosticism):	<input type="checkbox"/>
Other belief (for example, humanism):	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Disability

Are you a disabled person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If yes, please tick the box which category you would use from the following list:

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	<input type="checkbox"/>
Learning difficulties: (for example, Down's Syndrome)	<input type="checkbox"/>
Mental health issue: (for example, depression, bi-polar)	<input type="checkbox"/>
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	<input type="checkbox"/>
Physical impairment: (for example, wheelchair-user, cerebral palsy)	<input type="checkbox"/>
Sensory impairment – hearing impairment	<input type="checkbox"/>
Sensory impairment – visual impairment	<input type="checkbox"/>
Other: If none of the categories above apply to you, please specify the nature of your impairment.	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Ethnicity

Please tick the box that best describes your particular ethnic group:

African

African, African Scottish or African British:	
Other African background (please specify):	

Asian, Scottish Asian or British

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	
Indian, Indian Scottish or Indian British:	
Pakistani, Pakistani Scottish or Pakistani British:	
Chinese, Chinese Scottish or Chinese British:	
Other Asian background (please specify):	

Black or Caribbean

Caribbean, Caribbean Scottish or Caribbean British	
Black, Black Scottish or Black British	
Other Caribbean or Black background (please specify)	

Mixed groups

<i>Mixed or multiple ethnic group (please specify)</i>	
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White

English	
Gypsy Traveller	
Irish	
Polish	
Roma	
Scottish	
Welsh	
Other British	
Other group (please specify your ethnic group)	
Prefer not to say	

Marriage and civil partnership

Are you presently in a civil partnership?	Yes		No	
Are you presently married?	Yes		No	
Prefer not to say				

Pregnancy and maternity

Are you pregnant?	Yes		No	
Have you taken maternity or paternity leave in the past year?	Yes		No	
Prefer not to say				

Sex

What is your sex?	Female		Male		Intersex	
Prefer not to say						

Gender re-assignment (trans/transgender)

Do you consider yourself to be a trans person?	Yes		No	
Prefer not to say				

Sexual orientation

What is your sexual orientation?

Bisexual	
Gay man	
Heterosexual/straight	
Lesbian/ gay woman	
Other	
Prefer not to say	



STAFF PRIVACY NOTICE

(How we use your personal information)

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.

Staff Privacy Notice

Introduction

The purpose of this staff privacy notice is to explain to you the reasons which we may hold and use your personal data and explain your rights under the current data protection laws. As your employer we may collect and process personal data relating to you to manage our contract, including pre-contractual negotiations, with you. 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 does not form part of your contract of employment or engagement with us. It applies to all our employees, applicants for posts with Knowes HA, workers, volunteers apprenticeships and consultants (which includes applicants), regardless of length of service, and may be amended at any time. If any amendments are required in the future, we will notify you as is appropriate.

Knowes Housing Association Ltd, 10 Field Road, Clydebank, Glasgow G81 5BX is registered as a data controller with the Information Commissioner and our registered number is Z5301532.

Where does your personal information come from?

The Association may collect this information in several ways which include:

- Recruitment processes including information obtained from agencies
- Your identification documents you have given us
- 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 us permission to contact to provide us with a reference. This data will include:
 - Your work history with them, including your dates you were with them,
 - the work tasks you did,
 - your level of responsibility,

- job title,
- salary on leaving,
- reason for leaving their workplace and
- whether they would be happy to have you work for them again.
- suitability to the post applied
- strengths and weaknesses
- Medical professionals provide us with appropriate health information in order that we can manage any health- related situations that may have an impact on your ability to work with us.
- Membership with professional bodies that confirm membership
- Qualifications/training bodies that provide us information relating to you
- Web browsing history and email exchanges will be routinely monitored for the purposes of maintaining the IT infrastructure
- HMRC

What Information do we collect?

The Association controls and processes a range of information about you. In this privacy notice 'your personal information' means your personal data i.e. information about you from which you can be identified. Your 'personal information' does not include data where your identity has been removed (anonymous data). It is really important that your personal information that we hold and process is accurate and up to date. Please keep us informed if your personal information changes during your engagement with us.

This includes:

- Your name, address, and contact details including email address and telephone number, date of birth and sex
- The terms and conditions of your employment or engagement with us
- Details of your qualifications, skills, experience and work history, including start and end dates with previous employers and workplaces
- Information about your remuneration, including entitlement to benefits such as, pay, pension and holidays
- Details of any wage arrestments
- Details of your bank account and national insurance number
- Information about your marital status, next of kin, dependants and emergency contacts
- Information about your nationality and entitlement to work in the UK
- Information about any criminal convictions if relevant for your job.
- Details of your work pattern (days of work and working hours) and attendance at work
- Details of periods of leave taken by you, including holiday, sickness absence, family leave, sabbaticals, flexi and TOIL balances
- Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- Assessments of your performance, including appraisals, performance reviews and ratings, performance improvement plans and related correspondence
- Information about medical or health conditions, including if you have a disability for which the organisation needs to make reasonable adjustments
- Equal opportunities monitoring information, including your ethnic origin, sexual orientation and religion or belief
- CCTV imagery

The data we hold about you will be kept in your personnel file which is stored securely and access is restricted. The information will only be held for the periods outlined in the Association's Retention Policy.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV recordings, telephone call recordings and next of kin details)
- vital interests
- public task in the public interest or with official authority
- legal obligation

Processing Special Category Personal Data

Special categories of information means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The "special categories" of sensitive personal information referred to above require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal information in the following situations:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations and in line with our privacy policy.
- Where it is needed in the public interest, such as for equal opportunities monitoring and in line with our Privacy Policy.
- Where it is needed to assess your working capacity on health grounds, subject to appropriate confidentiality safeguards.

Our Obligations as your Employer

We will use your special categories of personal information in the following ways:

- We will use information relating to leave of absence, which may include sickness absence or family related leave, to comply with employment and other laws.
- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- We will use trade union membership information to pay trade union premiums, register the status of a protected employee and to comply with employment law obligations.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Employee Monitoring

We will carry out the following monitoring exercises:

- CCTV – images and footage for staff safety, security and the prevention (detection) of crime

Access to Data and Security

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- with your consent;
- to the extent that we are required to do so by law;
- to complete a regulatory return in relation the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory body involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; to another organisation if we enter into a joint venture or merge with another organisations.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- in certain situations, make a request to us to delete your personal data;
- request we restrict processing your personal data;
- object to us processing your personal data; and
- right to portability

Where do we keep your data?

Your information will only be processed within the UK and the EEA (European Economic Area) except where international transfers are authorised by law.

How do we keep your data safe?

When you give us information, we take steps to make sure that your personal information is kept secure and safe. All personal data is processed in accordance with Knowes Housing Association's data protection policies and procedures. Our systems are password protected and all electronic data is stored securely. All paper files are kept in locked cabinets.

Data Retention

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 and in accordance with our Data Retention Policy and Schedule.

If you do not wish to provide your personal data

You have obligations under your employment contract to provide the organisation with the necessary data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide the Association with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

Certain information, such as contact details, your right to work in the UK and the payment details, have to be provided to enable the Association to enter into a contract of employment with you. If you do not provide other information, this will hinder the Association's ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Queries and Complaints

Knowes Housing Association has appointed a Data Protection Officer (DPO). Our DPO is provided by RGDP LLP, who can be contacted either via 07935 008316 or info@rgdp.co.uk

Any questions relating to this notice and our data protection compliance should be sent, in the first instance, Erica Davidson who can be contacted at our registered office or by telephoning 01389 877 752 or by e-mail at info@knowes.org

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

Telephone: 0303 123 1113

Online: [Make a complaint | ICO](#)

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