

**APPLICATION FOR EMPLOYMENT**

CLOSING DATE: FRIDAY, 10 FEBRUARY 2012

**POST APPLIED FOR: CLERICAL ASSISTANT – RECEPTION**

Applications must be clearly written in black ink or typed

**PERSONAL DETAILS** (All information will be treated as confidential)

Full Name: \_\_\_\_\_

Address where we can write to you: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Are you eligible to work in the UK?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you hold a current UK Driving Licence?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have regular use of a car?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974?    Yes     No

If YES, please give details \_\_\_\_\_  
\_\_\_\_\_

**DECLARATION**

I confirm that to the best of my knowledge the information I have provided in this application is correct.

- (a) I am/am not related in any way to a committee member of Ayrshire Housing.
- (b) I am/am not related to any member of staff, consultant, contractor or supplier of Ayrshire Housing.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

**THIS PAGE IS DELIBERATELY BLANK, PLEASE DO NOT USE**

Ref:

### EMPLOYMENT HISTORY

Please give details of past and present work. This can be paid work, voluntary work or work from home.

Start with the most recent.

Please state current salary: £

Dates	Name of employer, post held and key duties

Please continue on a separate sheet if necessary.

## QUALIFICATIONS

(Academic and Professional) or courses presently being studied

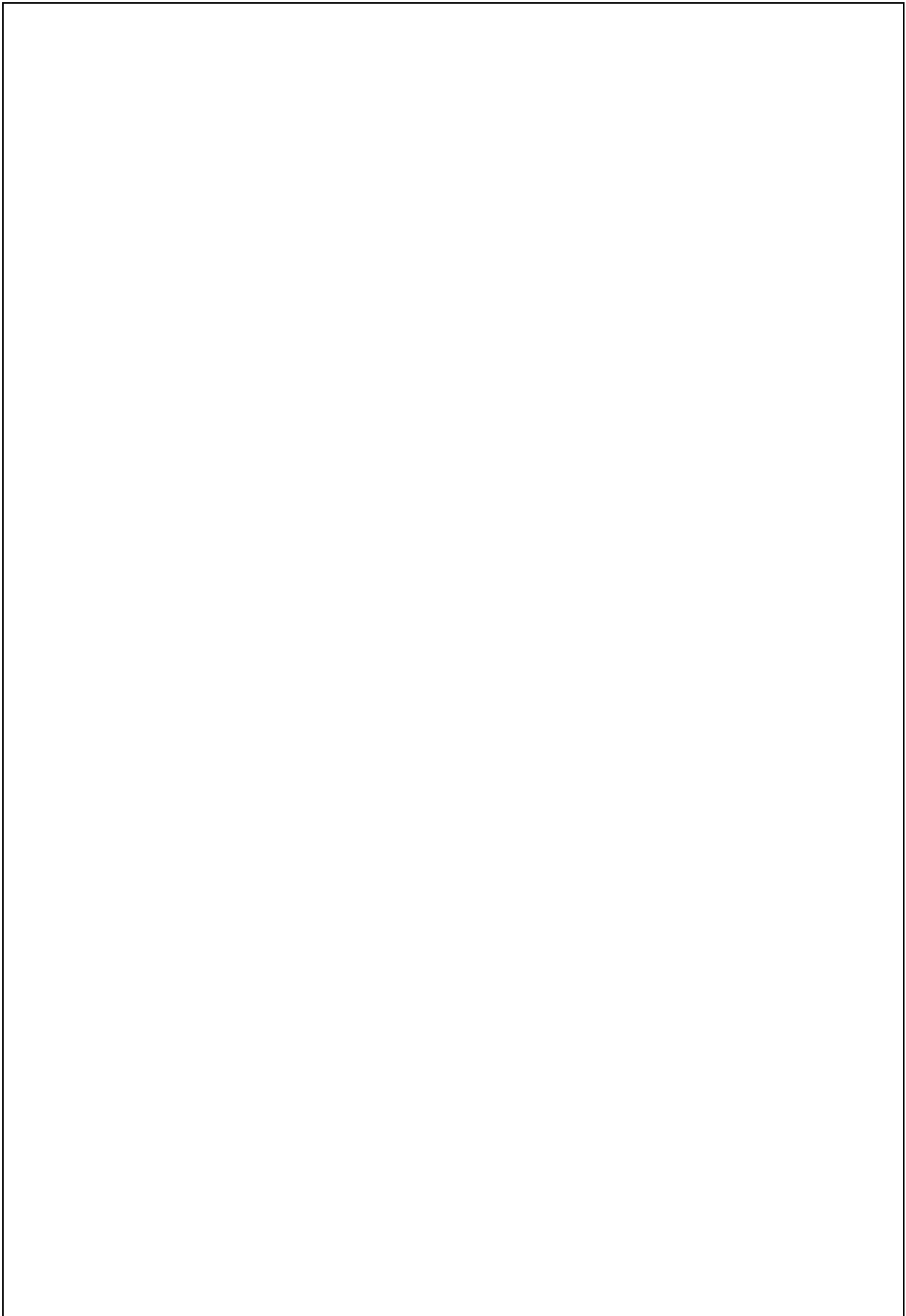
Place of Study and Subject	Grade/Level	Date Result Obtained	Dates of Study

## OTHER EDUCATION

Training – include any short course you have undertaken, e.g., Night School, First Aid, Company Training courses.

Name of Course	Dates of Study	Details of Course

With reference to the Person Specification, please provide additional information in support of your application:

A large, empty rectangular box with a thin black border, intended for the applicant to provide additional information in support of their application. The box is currently blank.

## REFERENCES

Please give the name and address of two people to who references can be made. If you are at present employed or have been employed, please include details of present/last employer. Your references should not be relatives or friends.

	1.	2.
Name		
Address		
Town		
Post Code		
Company Name		
Position		
Contact		

## ASSISTANCE FOR PEOPLE WITH DISABILITIES

Do you consider that you have a disability?

Yes  No

If YES, are there any arrangements which we can make for you if you are called for interview?

Please give details below:-

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### Other Formats

We can supply this document in a print size to suit. It is also available in Braille, audio and other formats, and in other languages. Our website also has several accessibility features which you may find useful.

Ref:



**AYRSHIRE HOUSING  
POST OF CLERICAL ASSISTANT – RECEPTION**

**EQUAL OPPORTUNITIES MONITORING**

Completion of this form is optional.

However, to help us monitor our Equal Opportunities Policy and the effectiveness of our recruitment practices we would like you to answer the following questions. Any information you give us on this form will not be circulated to the selection panel.

1. Are You: Male  Female

2. Please indicate your age group:

Age Group	
Under 25 Years	<input type="checkbox"/>
25 to 34 years	<input type="checkbox"/>
35 to 44 years	<input type="checkbox"/>
45 to 54 years	<input type="checkbox"/>
Over 54 years	<input type="checkbox"/>

3. Do you consider that you have a disability? Yes  No

4. How would you describe your ethnic origin?

Ethnic Origin	
Black	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
African/Caribbean	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
White	<input type="checkbox"/>
Irish	<input type="checkbox"/>

Other, please specify .....

5. Where did you see the post advertised? .....



## CLERICAL ASSISTANT – BACKGROUND INFORMATION

Ayrshire Housing has a stock of almost 1,500 houses.

Ayrshire Housing has twenty staff with the Director, Jim Whiston, having executive responsibility for the Company’s day-to-day operations. The Director reports to a Board of Trustees comprising of Members from South Ayrshire Council, the Community and Tenants.

It is a company limited by guarantee with charitable status and is regulated by The Scottish Housing Regulator.

### Conditions of Service

Ayrshire Housing subscribes to the Employers in Voluntary Housing salary structure and conditions of service. 25 days annual leave plus 15 public holidays are offered. The company also offers a final salary pension scheme.

The organisation has a no smoking policy and is an equal opportunities employer.

Person Specification – Clerical Assistant	Essential	Desirable
HNC or relevant qualification	√	
Standard Grade English or equivalent	√	
Minimum of 3 years experience in a customer focussed environment	√	
Keyboard skills	√	
Ability to deal sympathetically with the public	√	
Excellent verbal and written communication skills	√	
Ability to work flexibly within a small team	√	
Proficient with computers, with a knowledge of Microsoft Office packages	√	
Ability to work under pressure	√	
Have a willingness to learn	√	
Experience of the RSL/Voluntary Sector		√
Knowledge of SDM management systems		√

**Essential:** Attributes under this heading are essential for adequate job performance i.e., the job cannot be performed unless these factors are present.

**Desirable:** These are attributes, which are not essential, but if they are present will enhance the effectiveness of work performance.

<b>Job Title:</b>	Clerical Assistant
<b>Responsible To:</b>	Finance & Corporate Services Officer
<b>Grade:</b>	Grade 2 (£13,324.00 to £13,905.00)
<b>Location:</b>	Main Street, Ayr
<b>Job Purpose:</b>	<p>The post-holder will, in the main undertake reception duties but will also be responsible for a range of other office functions.</p> <p>In particular, the post-holder will:</p> <ul style="list-style-type: none"> <li>• Carry out all reception duties.</li> <li>• Deal with general enquiries from users and the public.</li> <li>• Deal with initial repair requests in conjunction with Maintenance Officers and Housing Assistants.</li> <li>• Deal with initial housing applications in conjunction with the Housing Manager.</li> <li>• Assist in the processing of housing applications.</li> <li>• Assist with the processing of invoices through the purchase ledger system.</li> <li>• Assist in the maintenance of computerised tenant, property and applicant records.</li> <li>• To assist the Administrative Assistant and Director with the administration of the Company's Health &amp; Safety systems.</li> <li>• Maintain computerised records.</li> <li>• Collect information and maintain a computerised complaint register.</li> <li>• Provide general clerical and administrative support to Ayrshire Housing staff.</li> <li>• Carry out any other duties as may be required.</li> </ul>