



hebridean housing
partnership

Job Application Pack

Customer Services Officer

Closing Date: 09.00am on Monday 28 September 2026

Interviews: Wednesday 7 October 2026



Co-operative and Communities Benefit Society No:2644R (S)
Registered Charity No: SCO 35767
Registration No:359

3 September 2026

Dear Applicant

APPLICATION FOR EMPLOYMENT – CUSTOMER SERVICES OFFICER

Thank you for your interest in applying for the post of Customer Services Officer.

We have enclosed an application pack for the post. When completing your application, please include details of your skills, knowledge and experience you consider to be relevant to the job description and person specification for the post. Please remember, you may be able to demonstrate capabilities from personal interests or hobbies rather than your employment.

If you require any further information about the Partnership or this post, please do not hesitate to contact me, or you may wish to visit our website at www.hebrideanhousing.co.uk.

Your completed application form should be returned to us no later than 09.00am on Monday 28 September 2026. Please send your application in MS Word format to recruitment@hebrideanhousing.co.uk.

Any applications received after this time cannot be considered. It is your responsibility to ensure that we have received your application. If you do not receive confirmation of receipt of your application form from us within 24 hours of sending it, please e-mail recruitment@hebrideanhousing.co.uk to ensure it has arrived. In order to avoid last minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

Please note that we do not accept CV's and any which are submitted will not be included in the selection process.

Yours sincerely

Dena Macleod
Chief Executive

CUSTOMER SERVICES OFFICER

- The post will be based in Balivanich
- Hours of Work: 17.5 hours per week (mornings)
- Prior to appointment all successful job applicants are required to provide proof of their legal eligibility to undertake this type of work in the UK
- If successful at interview we will take up 2 references which must be satisfactory to us
- Probationary period - 4 months
- Closing Date: 09.00am on Monday 28 September 2026
- Interview Date: Wednesday 7 October 2026

Background Information

HHP began providing housing services in September 2006 following a transfer of the housing stock from the local Council, Comhairle Nan Eilean Siar. We are a charitable not for profit Housing Association and we are registered with the Scottish Housing Regulator.

We have two offices, one in Stornoway and the other on Benbecula.



Our principal activity is the provision of affordable social rented housing and we manage over 2,200 homes throughout the chain of Hebridean islands.

We employ 48 full time equivalent staff.

Annually we spend on average £18m on repairs, investment and development

Map from WalkHighlands

Vision

Our vision is to provide good quality and affordable homes and to secure consistently excellent housing services throughout the Outer Hebrides.

Values

Our core value is Integrity which means we honour commitments made to our tenants and build trust. Our decision making processes are open and transparent.

Our five supporting values are:

**Customer Focus-Equal Opportunities-Quality of
Service-Sustainability-Supporting Staff**

Board

Our Board Members are:

Calum Mackay (Chairman)

Helen Mackenzie (Vice Chair)

Alison MacCorquodale

Valarie Russell

Christina Macneil

Colin Gilmour

Iain Mackinnon

Norman Macdonald

Duncan Macinnes

Iain M Macleod

Executive Team

Our Executive Team Members are:

Dena Macleod Chief Executive

John Maciver Director of Operations

Donald Macleod Director of Finance & Corporate Services

Key Dates & Selection Process

Closing Date: 09.00am on Monday 28 September 2026

Interviews: Wednesday 7 October 2026

Interview Expenses

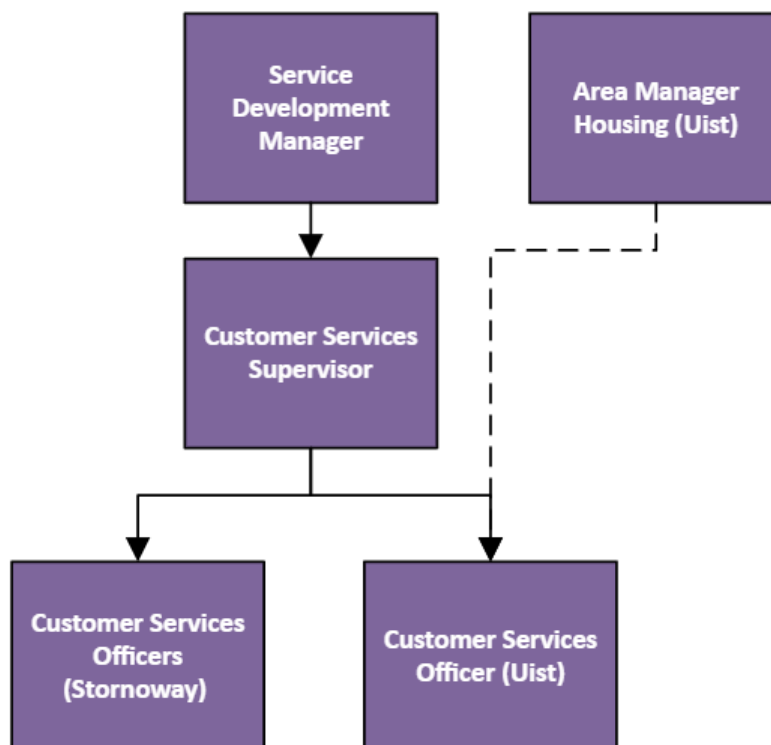
Where applicants are required to travel to attend interview we will reimburse reasonable travel and subsistence expenses incurred within the United Kingdom. All expense claims other than car mileage must be supported by receipts. All air travel should be approved prior to making a booking by contacting recruitment@hebrideanhousing.co.uk

JOB DESCRIPTION

Job Title:	Customer Services Officer (Uist)		
Department:	Operations	Post Reference:	O404A
Date:	February 2026		
Grade:	C		
Responsible To:	Customer Services Supervisor		
Responsible For:	N/A		
Reporting Office:	Uist		
Area Covered:	Lewis, Harris, Uist & Barra		

MAIN PURPOSE OF POST

Responsible for providing an efficient, accessible and responsive service to the Partnership's customers and for carrying out administrative duties in the Customer Services team.



Key Responsibilities of the Post

Corporate Responsibilities

- 1.1 To comply with all the Partnership's policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality
- 1.2 To embrace and promote the principals of tenant empowerment in all aspects of the post's duties

Service Delivery

- 2.1 Acting as first point of contact for internal and external customers regarding repairs, including but not limited to:
 - Diagnosing and logging repairs
 - Monitoring progress on works orders and pursue with contractor as appropriate
 - Managing repairs recommendations from repairs contractor
 - Liaising with out of hours service providers
- 2.2 Acting as first point of contact and ensuring resolution of issues where possible at first contact. This will include:
 - Repairs service delivery
 - Liaise with contractors
 - Book appointments for field staff
 - Answer queries regarding services
 - Give advice and make referrals to other agencies
- 2.3 Providing clerical and administrative support to the Service Development Manager and Area Manager (Uist)
- 2.4 To proactively chase progress and keep customers updated on the position
- 2.5 Cover the Customer Services Supervisor's role in their absence as appropriate
- 2.6 Processing complaints in adherence with Scottish Public Services Ombudsman Guidelines
- 2.7 Working closely with the repairs service contractors to deliver right first-time solutions
- 2.8 Assist with Void management process
- 2.9 Compiling data for reports and performance records
- 2.10 Inputting information into the Partnership's Housing Management systems and maintaining spreadsheets for statistical and management purposes
- 2.11 Operating and maintaining reception facilities including monitoring staff and service user safety in interview rooms during office hours

Key Responsibilities of the Post

Continuous Improvement

- 3.1 Undertake appropriate training and continuous personal development
- 3.2 Identify service improvement opportunities in conjunction with the Customer Services Supervisor

Finance

- 4.1 Cash handling at reception desk in adherence to financial policies and procedures
- 4.2 Processing monthly repairs invoices in the housing management system including:
 - Inputting monthly invoices
 - Processing rechargeable repairs including communicating with service users

EQUAL OPPORTUNITIES

Comply with the Partnership's Equal Opportunities Policy ensuring there is no discrimination in the delivery of services

Treat everyone including customers and colleagues fairly and without prejudice

WORKING SAFELY

Comply with the Partnership's Health Safety Policy and undertake relevant Health and Safety Training

Ensure own work area is well organised and tidy

Be mindful of safe working practices to minimise the risk to self or others

Report concerns to the Health & Safety Administrator

VISION & VALUES

Embraces and promotes HHP's core value of Integrity and Code Of Conduct including a commitment to Customer Focus, Excellence in Service, Supporting Staff; Promoting Equality, Diversity and Sustainability

GENERAL RESPONSIBILITIES

Carry out any other reasonable duties determined by the Chief Executive or the Board

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C1 Integrity	Personally, upholds a high standard of honesty and ethics in their everyday interactions with people. Is worthy of the trust of others.	Is fair in his/her expectations of others and behaves with equal fairness to others. Maintains organisational confidentiality.	Is ethical and honest in all his/her business dealings. Holds him/herself to a high standard and will do what is right in spite of the consequences for him/herself. Delivers what he/she has promised. Inspires others to have integrity.
C2 Customer Focus/Service	Is polite and professional at all times. Consistently does more than is required of them to ensure the customer is satisfied. Deals appropriately with challenge or conflict.	Anticipates customer needs and supports the delivery of services that exceeds customer expectations. Listens to and values customer feedback - proposing changes to service delivery to improve customer service.	Designs services around the needs of internal and/or external customers. Ensures information is gathered from customers about services to better meet their needs. Ensure customer service levels are appropriate and fulfilled.
C3 Quality/ Excellence of Service/ Professionalism	Applies discipline to their work activities looking for ways to improve the quality of service they deliver to customers - internal and or external. Improves their knowledge, understanding and skills through CPD.	Encourages others to have high quality standards in their work. Is personally committed to ensuring the quality of services provided to internal and/or external customers.	Leads others to ensure excellent service to internal and/or external customers. Holds colleagues to account developing a performance culture.

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C4 Team Working/ Collaboration	Works well with others listening to and valuing their input. Assists others in completing their tasks to support the achievement of team goals.	Fosters teamwork in others, promotes good team processes, is fair and objective and doesn't play favourites, holds team members accountable and sensibly assigns tasks according to ability.	Leads others in the team to accomplish team goals. Fosters and promotes an environment of collaboration, making the best use of the individual skills and abilities in the team. Is fair and objective and assumes personal responsibility for the success or failure of the team.
C5 Communications	Communicate clearly and effectively with colleagues and customers - this may be verbally or in writing. Listens and is able to develop a rapport with others.	Takes responsibility for cascading/sharing information and corporate messages ensuring colleagues are kept informed in order to improve the working environment. Able to articulate ideas clearly in a logical way to ensure colleagues and customers fully understand.	Uses effective communication to influence colleagues and stakeholders. Understands their audience and adapts his/her communication as appropriate. Champions corporate communication.
C6 Representing the Organisation	Always speaks positively about HHP to customers, colleagues and external stakeholders.	Actively promotes a positive attitude and approach to HHP amongst customers, colleagues and external stakeholders, holding others to account.	Champions the HHP brand, vision and values both internally and externally. Actively promotes HHP and creates opportunities to do so. Develops positive relationships with external partners.

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C7 Driving/ Delivering Results	Is dependable and responsible. Finishes what he/she starts. Works on the right tasks.	Exerts the personal effort required to achieve results. Does not give up easily. Empowers others and supports them in order to overcome obstacles and complete tasks/achieve objectives.	Establishes or helps to establish business objectives. Challenges themselves and HHP to excel. Assumes personal responsibility for HHP's success

PERSONAL SPECIFICATION:			
Requirement	Ref	Essential	Desirable
Knowledge & Experience			
Good experience of working closely with members of the public	E1	√	
Good general knowledge of IT systems	E2	√	
Good working knowledge of office operations and procedures	E3	√	
Using a Housing Management System	D1		√
Basic understanding of social housing	D2		√
Basic understanding of repairs	D3		√
Education & Qualifications			
Good standard of education to National 5 Grade C, Standard Grade Credit Level or equivalent	E4	√	
Educated to HNC standard or above	D4		√
Skills & Abilities			
Competency in MS Office packages	E5	√	
Ability to manage difficult customers	E6	√	
Good general administration and clerical abilities	E7	√	
Excellent people skills	E8	√	
Ability to work to deadlines and under pressure	E9	√	
Ability to communicate clearly in a written format e.g. letters, e-mail	E10	√	
Able to use initiative and work collaboratively as part of a team	E11	√	
Ability to demonstrate awareness of the sensitive and confidential nature of working in a customer services team	E12	√	
Other Requirements			
Hold a full driving licence and be able to provide own transport when required	D5		√
Gaelic speaker	D6		√
Flexible approach to working hours	E13	√	

SUMMARY OF MAIN TERMS AND CONDITIONS

A statement of the main terms and conditions of service will be supplied upon offer of appointment. The information given below is intended as a guideline for candidates.

POST	Customer Services Officer (Uist)
SALARY	£30,791 to £33,904 (Inclusive of Distance Islands Allowance)
HOURS	17.5 hours per week, Monday to Friday (mornings) but from time to time it may be necessary to work additional hours to complete your duties. We also have a Flexible Working Policy in place.
OVERTIME	As per Pay Policy
FLEXI TIME	The flexi system operates within a bandwidth of between 8.00 am to 6.00pm. All staff must take a minimum lunch break of 30 minutes. Core working hours will be 10.00am to 4.00pm Monday to Friday. The scheme is based on a monthly flexitime accounting period. At the end of the 4-week period there should be no more than 14 hours credit/7 hours debit
FLEXIBLE WORKING	As per Flexible Working Policy
HOLIDAYS	The annual leave year is from 1 January to 31 December. The annual leave entitlement is 33 days including statutory holidays rising to 39 after a 5 year period. Annual leave is calculated on a pro rata basis for part time staff and will be transferred into hours
SICKNESS	There is an Occupational Pay scheme for employees who have completed 26 continuous weeks work and the meeting of other conditions outlined in our Attendance Policy.

Continuous Employment	Full Pay Period	Half Pay Period
Less than 26 weeks	Nil	Nil
26 weeks or more but less than 1 year	5 weeks	5 weeks
1 year but less than 2 years	9 weeks	9 weeks
2 years but less than 3 years	18 weeks	18 weeks
3 years but less than 5 years	22 weeks	22 weeks
5 years and over	26 weeks	26 weeks

PENSION	Employees will be initially enrolled in the Highland Council Superannuation scheme. Employees contributions range from 5% to 12% depending on salary. Employers contribution to the Scheme is currently 18%.
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**EQUAL
OPPORTUNITIES**

HHP has an Equality and Diversity Policy in place and all employees are expected to develop an understanding of, and demonstrate a commitment towards equal opportunities

NOTICE PERIOD

4 weeks

**PROFESSIONAL
SUBSCRIPTIONS**

We pay for one professional subscription fee if you are required to be a member of a Professional Institute or Association that has a direct link to your job.

UNIFORM

We wear a uniform which will be supplied on a two yearly cycle

**CYCLE TO
WORK SCHEME**

The Cycle to Work Scheme offers tax incentives that enable you to enjoy savings on the price of a new bicycle (plus related safety equipment such as a helmet and a set of lights). You will have the opportunity to lease the bicycle of your choice via a tax-efficient salary sacrifice scheme

STAFF POLICIES

We have a range of special leave allowances for staff e.g. bereavement allowance. The Partnership pays maternity, paternity and adoption leave and some of these benefits are enhanced beyond statutory entitlements

APPLICATION FOR EMPLOYMENT GUIDANCE NOTES

Please Read Before Completing The Application Form

We wish to ensure that we do not ask for any unnecessary information which may suggest discrimination.

You are asked to tell us if you are currently eligible for employment in the UK. This is so that we can ensure compliance with the Immigration, Asylum and Nationality Act 2006 which requires organisations to ensure individuals to whom they are offering employment have permission to work in the UK e.g. they hold a British Passport/Birth Certificate/Work Permit etc. If appointed, you will be required to produce such evidence.

Please do not submit a CV or submit the same application form for more than one job. Applications received after the closing date will not be accepted.

General

1. Information Pack

All information packs contain an application form, covering letter, job description, equal opportunities monitoring form and person specification and where applicable, additional information on the area and the post.

2. Equal Opportunities Policy & Monitoring Form

The Partnership is committed to offering equality of opportunity in employment regardless of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion/belief, sex, sexual orientation.

We would therefore ask you to please complete the monitoring form to help us ensure that we are reaching all sections of the community, and to check the effectiveness of our recruitment practices.

The form will be parted from the application form and is not used in any way for selection purposes. All information will be treated in the strictest confidence, in line with requirements of the General Data Protection Regulation, and will not affect your application.

3. Job Sharing

Job sharing is the voluntary sharing of the duties and responsibilities of one full-time job. General posts may be considered suitable for job sharing unless the Partnership demonstrates that it is not practicable to share a particular post.

1. Applications for Job Sharing can be made by 2 candidates applying jointly for a vacant post and both may be successful.
2. One successful candidate appointed to a vacant post on a job share basis and the remaining portion advertised; and
3. Two candidates applying independently of each other appointed to a vacant post on a job share basis subject to both satisfying the requirements of the job.

4. Relocation Package

In relation to qualifying posts, removal expenses and lodging allowance may be payable. This post is not a qualifying post.

5. Smoking Policy

The Partnership operates a 'No Smoking Policy' which means smoking is only allowed in designated areas.

6. Interview

You will normally be given 2 weeks notice of the interview date, unless, in exceptional circumstances, interview arrangements cannot be changed.

Interviewees will be required to provide evidence of any appropriate qualifications or diplomas referred to in the person specification during the interview. This also applies to membership of any professional associations.

Due to current restrictions interviews for this post will be held using MS Teams, please let us know if you think this would cause you a problem if you were selected for interview.

7. Complaints

Applicants for posts with the Partnership have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. Any complaints must be lodged in writing with the Chief Executive. Your complaint will be investigated thoroughly and a statement on the outcome of the investigation will be made available to you.

Application Form

1. Disabled Applicants (Section 3)

A disability or health problem does not preclude prospective applicants for consideration for a job and applications are encouraged from disabled persons. You are asked to indicate in Section 3 of the main application whether your disability prevents you from undertaking any of the duties of the post and why. Disabled applicants who meet the essential criteria of a vacant post are guaranteed an interview. You are also asked in Section 3 to indicate any arrangements which may need to be made in order for you to attend an interview. The Partnership recognises its legal obligation not to discriminate unfairly against people with disabilities and to make a 'reasonable adjustment' if the work premises or working arrangements place a disabled person at a substantial disadvantage compared to a non-disabled person.

2. Referees (Section 5)

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

3. Education & Training (Section 7)

If you are selected for interview you will be required to provide evidence of any appropriate qualifications or diplomas referred to in the Person Specification during the interview. This also applies to membership of any professional associations.

4. Employment Record (Section 8)

Please ensure your employment details and dates showing periods of unemployment, domestic activities or voluntary work are continuous. Document your major responsibilities, starting with your current employer.

5. Employment with Hebridean Housing Partnership (Section 10)

This section offers you the chance to promote yourself and demonstrate the relevance of your application against what is required in the person specification. Please make sure your answer is clear and legible and continue on two sides of an A4 sheet, if necessary.

6. Criminal Convictions (Section 13)

Convictions Not Spent

You must list any convictions that are still current under the Rehabilitation of Offenders Act (1974). These will not be taken into consideration unless they are relevant to the duties of the post. Please tick 'YES' and list any convictions if you have any. If you have no current convictions or cautions tick 'NO'.

Spent Convictions

If the post you are applying for involves the following activities it is exempt under the Rehabilitation of Offenders Act. This means that you must tell us about all convictions and cautions – even from a long time ago.

These posts are those with regular, unsupervised access to:

Disclosure

A standard disclosure will be carried out for all successful candidates. If an enhanced disclosure is required you will be informed of this at your interview.

How Long Is A Rehabilitation Period?

This depends on the sentence given. For a custodial sentence, the length of time actually served is irrelevant. The rehabilitation period is decided by the original sentence and commences on the date of conviction.

Sentences of more than 2 ½ years can never become spent

Other sentences become spent after a fixed period from the date of conviction. Detailed overleaf are some examples:

Sentence	Rehabilitation Period	
	Aged 17 or over when convicted	Aged under 17 when convicted
Prison (immediate or suspended sentence) or youth custody more than 6 months and not exceeding 2 ½ years	10 Years	5 Years
Prison (immediate or suspended sentence) or youth custody 6 months or less	7 Years	3 ½ Years
Fine or community service order	5 Years	2 ½ Years
Absolute discharge	6 Months	6 Months
There are sentences for people under 21 for which there is no variation in the rehabilitation period according to the age when convicted. These are:-		
Borstal (replaced by youth custody in May 1983)	7 Years	
Detention Centres	3 Years	

7. Relationship To Board Member/Senior Officer (Sections 15 & 16)

You are asked to indicate whether you are related to a Board Member/Senior Officer. A Senior Officer is a Director or above. This is so that any persons listed will not take part in your possible appointment and that, in terms of the appropriate Standing Order, any relationships to a successful postholder are reported to the appropriate Committee.

8. Canvassing (Section 17)

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

HHP's GDPR Guidelines

Job Applicant Data Policy

This document sets out HHP'S policy on the protection of information relating to job applicants. Protecting the confidentiality and integrity of personal data is a critical responsibility that HHP takes seriously at all times. HHP will ensure that data is always processed in accordance with the provisions of relevant data protection legislation, including the General Data Protection Regulation (GDPR).

Processing of Personal Data

The Partnership is permitted to process Personal Data on behalf of data subjects provided it is doing so on one of the following grounds:

- Processing with the consent of the data subject (see clause 4.6 hereof);
- Processing is necessary for the performance of a contract between the Partnership and the data subject or for entering into a contract with the data subject;
- Processing is necessary for the Partnership's compliance with a legal obligation;
- Processing is necessary to protect the vital interests of the data subject or another person;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of the Partnership's official authority; or
- Processing is necessary for the purposes of legitimate interests.

Personal Data

"Personal Data" is that from which a living individual can be identified either by that data alone, or in conjunction with other data held by the Partnership.

Archiving, Retention & Destruction of Data

The Partnership cannot store and retain Personal Data indefinitely. It must ensure that Personal data is only retained for the period necessary. The Partnership shall ensure that all Personal data is archived and destroyed in accordance with the periods specified within our Data Retention Schedule which will be appended to our Privacy Policy on our website.

Subject Access Requests

- Certain rights are provided to data subjects under the GDPR. Data Subjects are entitled to view the personal data held about them by the Partnership, whether in written or electronic form.
- Data subjects have a right to request a restriction of processing their data, a right to be forgotten and a right to object to the Partnership's processing of their data. These rights are notified to the Partnership's tenants and other customers in the Partnership's Fair Processing Notice which can be found on our website.
- If you would like to exercise any of your rights above please contact us at dataprotection@hebrideanhousing.co.uk