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| **Application for the post of:** | Factoring Assistant |
| **Closing date/ time for receipt of applications is:**  **Monday 25th August 2025 at 12 noon**  **(Applications received after this time will NOT be considered)**  **Applications should be returned to:** | |

The information you supply in this application form will enable the recruitment panel to decide whether to invite you to an interview. 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 treated in the strictest of confidence, in accordance with the Data Protection Act 2018.

Please note personal details (first four pages of this form) **will not** be shown to the shortlisting panel.

**CV will not be accepted.**

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| ***Personal Information*** | |
| Title |  |
| First Name |  |
| Surname |  |
| Address |  |
| Postcode |  |
| Contact Number |  |
| Email Address |  |

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| ***Equality Act 2010*** | | |
| We are committed to being an Equal Opportunities employer and do not discriminate in any way. For the purposes of making arrangements for interview, please can you let us know if you consider yourself to have a disability? | Yes | No |
| If you consider yourself to have a disability, please detail any arrangements that we can make for you if you are called for interview below.  You can contact Lindsey Dinnen, HR Manager on 0141 429 3900 if you would like further information or to discuss further. | | |

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| ***References (Referees will not be approached prior to a conditional offer being accepted)*** | | |
| 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, preferably your line manager. Personal references will not be accepted. | | |
|  | **Referee 1  (Present or most recent employer)** | **Referee 2 (Previous employer)** |
| Name |  |  |
| Job title |  |  |
| Company Name & Address |  |  |
| Email |  |  |
| Contact number |  |  |
| Relationship to you e.g. line manager |  |  |

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| **The 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. |

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| ***Immigration, Asylum & Nationality 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 UK. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK. 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 UK? | Yes | No |

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| **Canvassing** |
| Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal. |
| **The Data Protection Act 2018** |
| Information from this application will be processed for purposes permitted under the General Data Protection Regulations. You have on written request, the right to access all personal data our organisation holds about you.  Information about how your data is used, and the basis for processing your data is provided in our job applicant privacy notice. |

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

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| **Confirmation of Qualifications** | | |
| Do you possess a full current driving licence? | Yes | No |
| Do you have access to a car for work purposes? | Yes | No |
| Are you insured for business purposes? | Yes | No |

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| ***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: Factoring Assistant**

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| ***Education/ 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. Please ensure you note any qualifications required for this role. | | | |
| **Secondary Education** | | | |
| **Subject Studied** | **Grade/ Class** | | **Level of Qualification** |
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| **Further Education** | | | |
| **University or Further Education Establishment** | **Course/ Subject Studied** | | **Level of Qualification** |
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| **Professional Qualifications** | | | |
| **Awarding Body** | | **Qualification/ Membership of Professional Institution** | |
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| **IT/Computer Skills *(please provide details of relevant experience)*** |
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| ***Employment History (please account for any gaps in employment)*** | | |
| **Present or Most Recent Employment** | | |
| Employer’s Name | |  |
| Employers Address | |  |
| Employment Dates | |  |
| Job Title | |  |
| Salary | |  |
| Notice Period | |  |
| Reason for leaving or  seeking new employment | |  |
| **Main Duties of the post *(brief bullet points)*** | | |
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| **Previous Employment** | | |
| **Name of Previous Employer** | **Employment Dates** | **Job Title Main Duties (brief bullet points) &  Reason for Leaving** |
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*Please add any additional rows as required.*

**Your Experience**

New Gorbals Housing Association wishes to compare your experience, skills and knowledge with its requirements for this role. You should, by use of example demonstrate below how you satisfy the criteria detailed in the person specification. This does not have to be from pain work but can be from other experience. Please clearly state which criteria you are referring to.

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| **Requirement –**  **Essential (E) or Desirable (D)** | **Evidence** | |
| **QUALIFICATIONS** | | |
| Educated to HNC Level | (D) |  |
| Qualification in Factoring from the Property Institute or other related discipline. | (D) |  |
| **KNOWLEDGE & EXEPERIENCE** | | |
| Previous experience in working within a Social Registered Landlord | (D) |  |
| Experience of in working within a factoring environment and knowledge of factoring legislation in Scotland | (D) |  |
| Experience of working in a customer care environment with a proven track record in dealing with the public face to face and on the telephone | (E) |  |
| Understanding and operational delivery of factoring activities | (E) |  |
| Experience of using Homemaster Software | (D) |  |
| Experience of working in a customer care environment with a proven track record in dealing with the public face to face and on the telephone | (E) |  |
| Experience of conducting estate inspections and responding effectively to complaints from owners liaising with relevant sections to work towards a satisfactory resolution | (D) |  |
| Assist in producing invoices for customers, ensuring they are issued on time with the correct charges to each customer. In addition, answering invoice queries and processing customer payments. | (D) |  |
| Communicating with owners, both verbally and written in dealing effectively with estate management and repairs issues. | (D) |  |
| Experience of setting up and amending direct debits for owners. | (D) |  |
| **Skills** | | |
| Ability to work under pressure | (E) |  |
| Ability to work well as part of a team | (E) |  |
| Ability to maintain accurate, up to date and complete records. | (E) |  |
| Ability to work using own initiative and with minimum supervision | (E) |  |
| Excellent interpersonal skills and customer centred approach, flexible, confident and assertive manner | (E) |  |
| Ability to meet targets and deadlines in accordance with set procedures and policies. | (E) |  |

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| ***Declaration of Interest – NGHA requires applicants who are seeking employment with us to disclose any close connection to our organisation. Please complete the following to assist us:***  This disclosure helps NGHA to meet regulatory requirements, to ensure that any potential conflicts of interest are managed appropriately in accordance with our policies. In certain circumstances where an interest is declared, Management Committee approval may be required prior to entering into any contract of employment. Please note that we will maintain a register to record any offers of employment where the employee has a close connection to the Association. | | |
| **Please provide the following information** | **Please tick** | **If ‘yes’ please provide details** |
| Are you a member of the Association’s Management Committee? | Yes No |  |
| Are you a former member of the Management Committee who has served on the Committee in the past 12 months. | Yes No |  |
| Are you a relative or close friend of a Management Committee Member. | Yes No |  |
| Are you a relative or close friend of an employee of the Association. | Yes No |  |