

Yorkhill Housing Association Ltd

Recruitment of Factoring Assistant May 2025

Information for Applicants

1. The Organisation

Yorkhill Housing Association Ltd is a small community based registered social landlord with charitable status. We operate in the West End of Glasgow. We own 467 tenement flats and manage a further 494 units on behalf of other owners.

The Association is managed by a voluntary committee of local residents and other interested parties elected by the membership. All business activities are governed by legislation and registration conditions.

Yorkhill Housing Association is registered as a charitable social landlord with the Scottish Housing Regulator, OSCR and the Financial Conduct Authority. It is also registered on the Scottish Property Factors Register.

Professional staff are employed by the Management Committee to assist the organisation meet its strategic objectives

- *Legal and regulatory compliance*
- *Local control and accountability*
- *Provision of affordable social housing*
- *Quality property management services*
- *Viability*
- *Equal Opportunities*

2. The Post

The Factoring Assistant will be based in the Operations Team of the organisation working with the Factoring Manager to deliver effective factoring services.

The core duties of the post are as described in the enclosed job description.

The post is for 35 hours per week. Occasional evening attendance at meetings may be required from time to time.

Effective communication links between staff members and sections are important to the organisation's overall efficiency. Accurate and efficient information management and ability to communicate effectively with the public and contractors is an essential part of the Factoring Assistant's role.

3. Conditions of Service

Yorkhill Housing Association Ltd is a member of Employers in Voluntary Housing, and operates conditions of service agreed between EVH and the main employees' Trade Union, Unite.

These conditions include a company pension scheme (Defined Contribution), 25 days annual leave and 15 public holidays.

All staff are employed in accordance with EVH grading guidelines and salary scales. Salaries are paid 4-weekly through bank transfer.

There is a staff appraisal and supervision system in operation enabling the individual training and development needs of staff to be planned and monitored.

It is a condition of employment that all Association policies and practices are adhered to by all staff.

4. Applying, Shortlisting and Interviews

A CV and Supporting Statement (of no more than 1000 words) which provides evidence of how you meet the requirements of the person specification and why you are interested in this post, should be returned by 4pm on Wednesday 4th June 2025. Late submissions will not be included in the selection process.

We will accept electronic applications which should be sent to cdavidson@yorkhillha.org

or

Hard copy applications marked **private and confidential** to:

Calum Davidson (Governance Assistant)
Yorkhill Housing Association Ltd
1271 Argyle Street
Glasgow G3 8TH

- Candidates selected for interview will be notified by email or phone no later than Friday 6th June 2025.
- Interviews are planned for Thursday 12th June 2025.
- The interview panel will comprise the Factoring Manager, Property Services Officer (Factoring) and Governance Assistant.
- References will be sought only where permission has been given, but any offer of employment is subject to satisfactory professional references.

5. Personal Information

Our recruitment procedures require that we ask you to provide personal information. This will include:

- Your name and address
- Telephone and email contact details
- Information relating to your academic and /or vocational qualifications
- Information relating to your current and past work history
- Confirmation of your entitlement to work in the UK

We cannot process your application for employment without this information. We will use it to assess your suitability for the vacancy. We will compare your experience, skills and knowledge with other candidates for the same position. Your information is held securely with restricted access within the organisation.

The Privacy Statement included within the recruitment package explains who has access to your personal information, how it is processed and how long we keep it for.

6. Relationship to Connected People

If you are related to, a member of staff, a member of the Management Committee or someone connected with Yorkhill Housing Association you **must** tell us as part of your Supporting Statement.

This will not affect your application, or your chances of being offered the position, however, we must be aware of this in order to meet legislative and regulatory requirements.

7. Additional Information

Car Parking

The Association's office is located within a controlled parking zone. The street adjacent to the office (Lymburn Street) has a ticket machine. Business Permits are available to staff to purchase from Glasgow City Council.

Public Transport

Bus Services: 2, 3 (First Bus) 17, 77 (McGills)

Nearest train stations: Anderston or SECC

Nearest subway: Kelvin Hall

If any further information is required, please contact Jacqueline Stirling or Calum Davidson at 0141 285 7910 or cdavidson@yorkhillha.org

YORKHILL HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

FACTORING ASSISTANT

EVH GRADE 5

1. Post Objectives

- 1.1** To support YHA in its delivery of an efficient and cost-effective factoring services to its customers.
- 1.2** To contribute to the Association's general operations and activities as a member of the staff team.
- 1.3** To ensure legal compliance with all factoring activities and ensure services are compliant with Association policy and current legislation.

2. Accountability

- 2.1** Directly accountable to the Factoring Manager on a day-to-day basis.
- 2.2** Accountable to the Management Committee through the Chief Executive and Senior Management Team.

3. Allocation Of Duties

- 3.1** The overall allocation of duties will be determined by the Factoring Manager.
- 3.2** All duties and responsibilities relating to this position fall within the Grade 5 guidance contained in EVH Grading Guidelines.

4. Duties and Responsibilities

4.1 Key Duties

- Provide administrative support to the Factoring Manager
- Be the first point of contact for dealing with telephone calls and correspondence from factored owners
- Posting Factoring Payments & Adjustments
- Ensure records of factored owners are kept updated on IT systems, in accordance with GDPR requirements and YHA procedures
- Processing sales and ownership changes
- Communicating with solicitors in relation to ownership changes
- Issue welcome packs to purchaser as required
- Set up new or amended direct debits over the phone with factored owners

- Take payments from factored owners by card over the phone
- Arrears Control: Implementation of relevant control and recovery procedures in respect of factoring balances. Liaison with other agencies as required
- Processing all insurance claims and reconciliation of claims with Finance Section
- Instruction of common repairs in accordance with authorised procedures
- Carry out common area inspections as and when required
- Checking and processing contractors' invoices
- Assisting with the preparation and issue of YHA factoring invoices
- Liaison, correspondence, visits with owners as required
- Preparation of performance reports as required
- Communicate with participating owners re annual gas safety contract and maintain owners' gas register, when appropriate
- Stage 1 complaints handling and recording
- Referral of stage 2 complaints to Factoring Manager
- Assist with the administration of property acquisitions, as required
- Maximise the use of the Association's ICT systems
- Any other activity necessary within the job purpose of the role

4.2 Support Duties

Assisting as required by Factoring Manager or Senior Management:

- Visits and /or inspections
- Owners' meetings
- Service reviews
- Maintenance of IT data
- Maintenance of Complaints Register

5 Resident Communication Strategies

Participation in and implementation of organisational strategies to improve communication links with local residents.

- Newsletters
- Membership campaigns
- Public meetings and surgeries etc.

6. Committee Servicing and Reporting Procedures

6.1 Attendance at Sub Committee meetings as required by Management Committee or Senior Management Team.

- 6.2** Preparation of reports or provision of information as required by Management Committee, Sub Committee or Senior Management Team.

7. General Responsibilities and Duties

7.1 Health and Safety at work:

- Compliance with all workplace regulations
- Participation in policy reviews
- Responsibility for safety of self
- Reporting potential breaches of legislation of good practice to section head or other appropriate authority and maintaining records of such reports
- Recording of all accidents in Association's Accident / Incident Register

7.2 Equal Opportunities

- Compliance with organisational objective of equality of opportunity to all customers and clients
- Implementation of all equal opportunity policies and practices

7.3 Training and Development

- Attendance at staff forums, training events and conferences
- Participation in establishment of annual training programme
- Monitoring of personal performance and development targets

7.4 Communication

- Participation in staff and section meetings
- Development and maintenance of effective communication links with other sections and individual staff members, residents and external agencies
- Attendance at organisational review events

7.5 Organisational Objectives

- Contributing to regular reviews of the Association's business objectives
- Participating in the implementation of strategies, initiatives and practices as directed by the Management Committee, Chief Executive or Senior Staff to help the organisation achieve these objectives

Person Specification for Factoring Assistant

Experience and Knowledge

Essential Desirable

Experience of working in a team environment	*	
A strong track record of working in an administration support role	*	
Experience of working in a performance, quality, and customer focused environment	*	
Experience in a factoring or social housing environment		*
Experience in using and updating property systems software		*
A basic technical understanding with knowledge of common technical terms used within Factoring & Property Management.		*
Awareness of current factoring Code of Conduct		*
Experience of arrears control and recovery procedures		*
Knowledge of Complaints Handling Procedures		*

Skills and Abilities

Excellent IT and computer literacy skills with high proficient in Microsoft office especially Excel	*	
Excellent interpersonal skills and a customer centred approach, flexible, confident and assertive manner	*	
Ability to liaise effectively and work in partnership across teams and with internal and external customers	*	
Ability to demonstrate a proactive approach to problem solving	*	
Self-motivated with the ability to meet challenging personal and team deadlines using your own initiative and be able to manage own workload with minimum supervision	*	
Excellent organisational and administrative skills, particularly in relation to record keeping	*	
Experience of being able to interpret data and produce reports	*	

Qualifications

Educated to Higher level or equivalent level of knowledge gained through experience	*	
Relevant Professional Qualification (e.g., IRPM) or willingness to work towards		*

Other Requirements

Availability for evening work as required	*	
---	---	--

Yorkhill Housing Association Equality Monitoring Form Job Applicants - Equality Information Collection

This form collects information about equalities. You choose what questions to answer. By answering as many questions as you can, you will help us plan and deliver better services, promote equality objectives and eliminate discrimination in what we do.

Any information you provide will not be linked to you, and it will be handled confidentially and securely.

Please contact us if you do not understand something or if you require further information.

Other formats: We can provide this document in other formats on request.

If you do wish to share specific information or advise the Association about particular requirements; or discuss any of the matters in confidence with us, you can contact Calum Davidson by telephone on 0141 285 7910, email at cdavison@yorkhillha.org or call into the office at 1271 Argyle Street, Glasgow, G3 8TH and ask to speak to Calum.

If you are going to provide specific information about particular requirements the Association will issue you with a transparency statement and ask you to sign an explicit consent form to comply with the requirements of data protection law.

Age

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"/>
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"/>
Prefer not to say				<input type="checkbox"/>

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"/>

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

Mixed or multiple ethnic group (please specify)	
---	--

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	