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| *As a registered housing association, our main focus is to provide, manage, and maintain quality social housing accommodation at affordable rents for people in rural communities across Northern Ireland. For further information please visit* [*www.ruralhousing.co.uk*](http://www.ruralhousing.co.uk)  **Receptionist**  **(Fixed Term for 12 months to cover maternity leave)**  **Job Reference**: RHA/RE/036  **Location:** Rural Housing Association, 2 Killyclogher Road**,** Omagh, Co Tyrone  **Salary:** NJC scales points 8-13 (£15,246 - £16,491)    The successful applicant will will contribute to the provision of a continued high quality administrative and customer focussed service for Rural Housing Association as directed by the Finance Manager. The post holder will be based at Tollgate House, 2 Killyclogher Road, Omagh, Co Tyrone, BT79 0AX.  **Essential Criteria includes:**   * At least 5 GCSE’s at Grade C or above / O Levels. * A minimum of two year’s administrative experience working in a customer service role involving direct contact with the public. * Good organisational and computer skills to include MS word, Excel and other MS programmes * Full valid driver’s licence and access to a car for work or can demonstrate suitable alternative means of travel to meet the mobility requirements of this post   **Desirable Criteria includes:**   * At least 2 A-levels at grade “C” or above or equivalent * One year’s relevant post qualification experience in a housing management/office environment.   *Rural reserve the right to enhance the criteria to facilitate short listing*  Application forms and further details for the above post can be obtained by contacting Rural Housing Association, 2 Killyclogher Road, Omagh, BT79 0AX, 02882246118 or e-mail [hr@ruralhousing.co.uk](mailto:hr@ruralhousing.co.uk)  **Closing date for applications: Monday 30th October 2017**  *Rural Housing Association is an equal opportunities employer.* |



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| Our Ref | RHA/RE/036 |
| Closing Date | 4.00pm on Monday 30th October 2017 |
| Post | Receptionist (Fixed Term for 12 Months) |

**APPLICANT GUIDANCE NOTES**

Please use these notes to assist you in completing your application. If you require assistance with your application please contact **hr@ruralhousing.co.uk**

Do not enclose CVs; all sections of the document must be completed in black ink and capitals or typescript. Put your name on all additional sheets of paper and indicate the section of the application form to which they refer.

Please note we only accept hard copy original application forms.

**Incomplete applications will be rejected.**

Completed applications should be marked Receptionist / RHA.RE.036 and returned by 4.00 pm on Monday 30th October 2017 to:

**Stephen Fisher, Chief Executive, Rural Housing Association, Tollgate House, 2 Killyclogher Road, Omagh BT79 0AX.**

**MOBILITY**

Given the business of the organisation, a number of our posts include duties of such a nature that it is essential for staff to have private transport at their disposal whenever required. Mobility may, therefore, be an essential criterion for the post. If you are prohibited from driving because of a disability, state how you will meet the mobility requirements of the post.

**GENERAL EDUCATION**

You are responsible for giving full details about any qualifications you hold. If there are different parts within a qualification, please ensure they are detailed.

**FURTHER EDUCATION**

If you have undertaken further education, please give full details of qualifications obtained.

If you do not have any, please state 'NONE'.

**PROFESSIONAL QUALIFICATION**

If you hold a current Professional Qualification please ensure you include the level or class of membership you hold and the date on which you became registered together with your membership number and membership renewal date. Please note: A Professional Qualification is only considered to be held where membership subscription is current.

**QUALIFICATIONS TO BE TAKEN OR BEING STUDIED FOR**

If you are currently undertaking a qualification please give full details including the date on which you aim to complete the qualification.

**RELEVANT COURSES / TRAINING ATTENDED**

Use this section to list any relevant courses / training you have attended and the key areas covered by the course / training.

**EMPLOYMENT HISTORY**

List first your current or most recent job and work back from there, showing all periods of employment and unemployment.

Dates - it is important that all dates given on your form are clear and correct. You should include periods of voluntary work, career breaks and unemployment.

Name of Employer - please provide the names of your current and previous employers.

Position held – please give the job title and position held.

Reason for leaving - please give the reason why you want to leave or have left each job.

**EXPERIENCE AND SKILLS**

Use the Job Description & Person Specification to assist you in assessing if you meet the criteria for this post - It is important that you clearly demonstrate how you meet the essential and desirable criteria for this post as outlined in the advertisement.

Criteria may be enhanced to facilitate short-listing. The panel will shortlist only on the basis of the information provided.

**REFERENCES:** You must provide names and addresses for two referees. The first must be your manager or supervisor from your present job who can comment on your work. Where you have recently completed school or university you should give a teacher or lecturer under whom you have studied and who would be in a position to comment on your performance.

A referee from a job where you have been employed for a considerable length of time or where the experience obtained there is relevant to the position you have applied for should also be given.

If you are unemployed, one referee should be your last manager or supervisor. If you have never been employed, one referee should be someone who knows you well enough to confirm the information that you have given and to comment on your ability to do this job. Relatives must not be used as referees.

**PERSONAL DECLARATION**

Read this section carefully and remember to sign it. Rural Housing Association is committed to fair, equitable and speedy recruitment process for all applicants aiming to fill all vacancies within three months of advertising.

**MONITORING**: Rural Housing Association is an Equal Opportunities Employer.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so.

Nevertheless, we encourage you to answer the questions below. Your identity will be kept anonymous and your answers will be treated with the strictest confidence. Please return the application and monitoring form in an envelope marked MONITORING OFFICER. Please note the information provided on this form will be removed by our monitoring officer prior to consideration of your application (the selection panel will not have access to it).

**Convictions / Offences**

Under the Rehabilitation of Offenders (Exceptions) (NI)Order 1979 as amended in 2014 you are required to list any convictions recorded against you, excluding 'spent' and/or ‘protected’\* convictions. If you require clarification on whether or not a conviction is considered 'spent' you may contact NIACRO on telephone: (028) 9032 0157. All information will be treated as confidential and will be discussed with you, to consider if it is relevant to this job, prior to a recruitment decision being made. Giving information about a conviction(s) will not stop you from being offered this job unless offences are considered to be relevant to this post.

Failure to give information about any offence could result in the offer of a job being withdrawn or disciplinary action that may result in dismissal.

**JOB RELATED INFORMATION**

Job Title: Receptionist

Hours per week: 35

Salary: NJC scales points 8-13 (£15,246 - £16,491)

Annual Leave: 25 Days plus stat days

This post is pensionable. The pension provider is NILGOSC.