

**DIGITAL INCLUSION COMMUNITY WORKER
BACKGROUND INFORMATION ON THENUE,
THE POST AND DETAILS OF HOW TO APPLY**

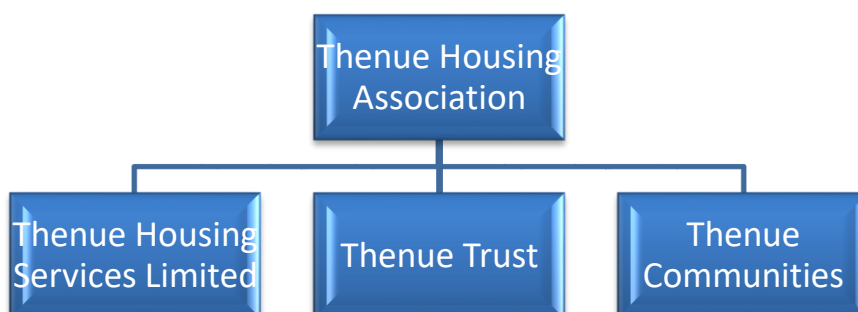
1. INTRODUCTION AND OVERVIEW

1.1 Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base of just over 3,000 properties; we own 21 supported housing properties, have around 54 sharing owners and offer a factoring service to over 800 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s ‘interwar’ flats. They are spread across a number of locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

1.2 All our staff are based in the registered office at 423 London Road. We have two Community Centres (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ around 74 members of staff and have a Group turnover of nearly £16.5 million. We operate a system of hybrid working incorporating both home and office-based working practices as well as a Flexible First approach.

1.3 Thenue Housing operates a group structure.

- **Thenue Housing Association Limited**, which owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.
- **Thenue Housing Services Limited** is a wholly owned subsidiary company through which non-charitable consultancy work other housing related activities are channelled.
- **Thenue Trust** which aims to attract charitable resources for the communities where we work.
- **Thenue Communities** a charitable subsidiary company that manages our local community centres providing facilities for learning, training, play or social events.



2. BACKGROUND TO THE POST

The post is externally funded by SCVO through their Digital Participation Charter Fund ([The Digital Participation Charter Fund is back! - SCVO](#)) and will be part of Thenue's Community Regeneration team.

The funding will employ 1 post on a part time basis, 2 days per week (14 hours): 1 x Digital Inclusion Community Worker. You will be supervised by the Community Engagement Officer and line managed by the Community Regeneration Manager.

As the Digital Inclusion Community Worker, you will provide informal digital learning opportunities to people living in our communities. Working alongside our partners and in local venues, you will deliver a digital inclusion project that will reduce social isolation and increase economic prospects for participants.

Ideally, you will have experience of working with people in communities (paid or voluntary) and support learning by utilising digital devices and the internet. You will have a good understanding of the benefits of digital and how it can enhance and improve lives. Experience of using a variety of digital equipment, software, and the internet and the ability to support people to use digital at a basic level.

3. SALARY AND CONDITIONS

Thenue Housing Association Ltd offers an attractive rewards package in accordance with EVH terms and conditions including:

Salary

The pay band range for the Digital Inclusion Community Worker post is PA13-16 £27,440 - £30,495 (pending pay award April 2024). The salary will be pro-rata for part-time posts.

Duration

The Digital Inclusion Community Worker post is being offered as a fixed term post at 14 hours per week for 1 year. An initial 6 months' probation period will be applied to the post.

Checks

An Enhanced Disclosure check is required for this post. A full, current driving licence is essential therefore a DVLA check will be required.

Holidays

Annual leave entitlement is 25 days plus 15 public holidays per annum (pro-rata for part-time posts) in line with our EVH Statement of terms and Conditions. There are an additional 4 days leave (pro-rata for part-time posts) through our Hybrid and Flexible First Policy.

Work/Life Balance

Thenue promotes a work/life balance in relation to working hours. Our standard working week is 35 hours Monday to Friday. We operate a hybrid model of working where some days can be worked from home, others in the office, dependent on the needs of our business and in accordance with our Team Charters. We also operate a Flexible First approach which allows some degree of flexibility in terms of working hours.

Pensions Scheme

Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS). The current contribution rate is 9%, split 6%:3%; employer:employee. Life cover is paid by the association in addition to the main pension contribution, resulting in an overall contribution rate of 9.45%. Automatic enrolment into the pension scheme we provide is necessary; however, you may opt out if you wish. If you do, we are required to enrol you again every three years. Additional voluntary contributions can be made.

Payment of Professional Fees

The Association will re-imburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.

Prescribed Spectacles

Thenue will contribute £104.33 as of 1 April 2023 towards the cost of prescribed spectacles.

Cycle to Work

Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

4. THE RECRUITMENT PROCESS

Thank you for taking an interest in Thenue Housing. We hope that a combination of this introduction and the various attachments should help you to learn more about us, the post open for recruitment and encourage you to take the next step!

When submitting your completed application, please email to recruitment@thenuehousing.co.uk

Complete your Equalities Data Collection Form – [click to view](#)

Identification, work eligibility, proof of qualifications, Disclosure Scotland, DVLA and references will be requested only if you are offered the position. The offer will be subject to satisfactory checks. **Please do not include copies of your qualifications or references with your initial application.**

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

The enclosed person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your application form and will assess this against the agreed person specification.

You should consider the relevance of the information supplied in your application with that contained in the person specification and job description. Stating that you meet the criteria

in the person specification alone does not demonstrate this to the interview panel. You should provide examples and evidence demonstrating your skills and experience.

If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification as well as your commitment to the values of Thenue.

Please note we are unable to provide feedback to those candidates that have not been invited to interview.

Thenue Housing Association aims to be an equal opportunities employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us then you may contact Dawn Ferns, Community Engagement Officer on 0141 550 5576 or Ruth Adam, Community Regeneration Manager on 0141 550 9552.

Once completed your application and equal opportunities monitoring form should be submitted:

by email to: recruitment@thenuehousing.co.uk

Closing date for receipt of applications is by 12 noon on Friday 19th January 2024, with in person interviews scheduled for Monday 29th January 2024.

Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.

THENUE HOUSING ASSOCIATION LTD

JOB DESCRIPTION

JOB TITLE:	Digital Inclusion Community Worker
TEAM:	Community Regeneration
DEPARTMENT:	Community Housing Services
DURATION:	Fixed Term until January 2025
HOURS:	14 hours per week
GRADE:	EVH Grade 5 PA13-16 £27,440 - £30,495 Pro-rata for part time post (pay award from 1 April 2024)
RESPONSIBLE TO:	Community Engagement Officer (Supervisory)
STAFF RESPONSIBILITY	N/A

JOB OUTLINE

To support people living in our communities to access digital devices and the internet through a partnership approach. The post will help to build the digital capacity of participants in informal learning environments. The aim of the project is to reduce social isolation and improve the economic prospects of individuals involved by raising awareness and supporting access to various services, utilising digital equipment.

The project will support tenants and owners to understand the benefits of using digital services, raising awareness of how to get access to devices and the internet and providing informal training in community based venues.

1. RESPONSIBILITIES AND TASKS

Service Delivery

- 1.1 Work with a range of community groups and individuals, providing informal digital based education in local community venues in: Calton, Castlemilk, Cranhill, Blackhill, Bridgeton. Day to day supervision will be provided by the Community Engagement Officer.
- 1.2 Tailored support and flexible learning to meet the needs and aspirations of participants and groups. The training will be targeted at people with limited digital skills and access to devices and the internet.
- 1.3 Work with 2 established retirement housing projects in Calton and Bridgeton, offering informal learning, utilising digital devices and internet access.
- 1.4 Adopt a peer education approach in group settings and identify, train and support participants with more advanced skills to support other service users.
- 1.5 Ensure that all digital equipment and material is properly maintained, used and supervised.
- 1.6 Access relevant resources that are appropriate to learners needs and aspirations.
- 1.7 Signpost participants to other services and resources that will support them to access other opportunities.

Reporting

- 1.8 To maintain project database, for recording engagement, ensuring that it is kept up to date.
- 1.6 Monitor the performance of the project through effective record keeping and information gathering in line with Thenue's own systems and procedures (including benchmarking, follow up surveys, case studies) in line with funding requirements.
- 1.7 To provide accurate and timely information for inclusion in monitoring reports in line with funders expectations.

Partnerships

- 1.8 Establish and maintain effective working relationships with local agencies and groups such as Cranhill Development Trust, Calton Heritage and Learning Centre, Netherholm Community Hall and Molendinar Community Centre.
- 1.9 To work in partnership with and make appropriate referrals to internal services (e.g. Welfare Rights Officers) and external agencies for specialist support.

Communication and Promotion

- 1.10 To promote the digital inclusion project internally and externally to encourage referrals to the project.
- 1.11 To support the production of project specific literature, videos and social media posts to promote the project.

2. APPROACH TO TASKS & ACTIVITIES

- 2.1 Put the customer first and aim to "go the extra mile".
- 2.2 Prioritise your own workloads, time and resources to agreed deadlines and budgets.
- 2.3 Be flexible and adaptable and be able to work under pressure.
- 2.4 Demonstrate energy and commitment.
- 2.5 Display excellent communication skills.
- 2.6 Effectively use relevant software for tasks.
- 2.7 Look for solutions.
- 2.8 Be flexible in approach to working hours.
- 2.10 Be able to cope calmly with competing demands.
- 2.11 Constructively liaise with other sections and departments.

3. OTHER

- 3.1 To deliver services and undertake duties according to all relevant policies and procedures.
- 3.2 To promote good practice and equalities among local community groups and voluntary organisations.
- 3.3 To help Thenue HA achieve value for money in all Community Regeneration services.
- 3.4 To ensure that all duties and responsibilities are discharged in accordance with Thenue HA Health and Safety at Work and other work related policies.
- 3.4 To comply with the Thenue HA equal opportunities policy.
- 3.6 To attend training and other events as required.
- 3.7 Any other duties which may be required from time to time in line with the needs and objectives of Thenue Housing Association.

Ruth Adam
Community Regeneration Manager
04 January 2024

**PERSON SPECIFICATION: Digital Inclusion Community Worker
(FIXED TERM until Jan 2025)**

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS AND PERSONAL ATTRIBUTES	Essential	Desirable
EDUCATION & QUALIFICATIONS		
Relevant digital qualification		✓
Good general education	✓	
EXPERIENCE, KNOWLEDGE AND SKILLS		
Experience of working within a social housing or voluntary sector environment	✓	
Experience of working in a customer focussed environment	✓	
Experience of working with community groups (paid or voluntary)	✓	
Experience of working with people from a wide range of backgrounds including vulnerable and 'hard to reach' individuals	✓	
Experience of delivering digital inclusion activity in a community setting (paid or voluntary)		✓
Knowledge of the how digital services and equipment can benefit and improve people's lives	✓	
Experience of using evaluation and monitoring tools and techniques		✓
Working knowledge of community-based Housing Associations and their business operations		✓
Knowledge of the main communities where Thenue operate		✓
The ability to work well on own initiative and as part of a team	✓	
Evidence of putting the customer first and making a difference	✓	
Flexible and adaptable and able to work under pressure	✓	

Excellent communication skills, both verbal and written at a consistently high standard	✓	
Good IT skills – experienced in the use of Microsoft Word, Excel, PowerPoint and Social Media	✓	
PERSONAL ATTRIBUTES		
Has an assertive, confident and pro-active approach	✓	
Fully embraces change in culture and working practice	✓	
Flexible in approach to working hours	✓	
Full current driving licence	✓	
Use of own car for business purposes		✓
Passionate about working with communities and commitment to making a positive difference	✓	
Enthusiasm for digital and its potential to improve lives	✓	

Thenue Housing Association Employee Fair Processing Notice

Thenue Housing Association is a Scottish Charity (Scottish Charity Number SC032782), a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S)) and having our Registered Office at 423 London Road, Glasgow, G40 1AG. We take the issue of security and data protection very seriously and strictly adhere to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, together with any domestic laws subsequently enacted.

As an employer, Thenue Housing Association is a data controller and collects and processes personal data and special category personal data relating its employees to manage the employment relationship it has with you as an employee and after you cease being an employee. We want to be transparent about how we collect and use your data and to meet our data protection obligations.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Co-ordinator is Lynne McKenzie-Juetten, any questions relating to this notice, and our privacy practices, should be raised with her.

Our Data Protection Officer is RGDP LLP who can be contacted at info@rgdp.co.uk.

What personal information we collect and why is it processed?

We collect and process a range of information containing personal data about you. The table below details the personal data collected, the purpose for this and the legal basis for processing:

Personal Information	Purpose	Our legal basis
Basic personal information and contact details including: <ul style="list-style-type: none">• Name• Address• date of birth• telephone number• emergency contact details	To maintain accurate employee records and contact details. To be able to contact someone in the event of an emergency. To allow contract, HR and business administration and defence against potential legal claims.	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation. Necessary for our legitimate interests

<p>Recruitment records including:</p> <ul style="list-style-type: none"> • CVs, interview notes and assessments • proof of right to work in UK (such as passports and visas) • evidence of education and qualifications • References • Employment Contract • Induction records 	<p>To make a decision about your suitability for the role you applied for.</p> <p>To comply with legislative and regulatory requirements</p> <p>To allow contract, HR and business administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract with you</p> <p>Necessary for compliance with a legal obligation.</p> <p>Necessary for our legitimate interests</p>
<p>Payroll Information including:</p> <ul style="list-style-type: none"> • pay and benefits entitlements • bank details • national insurance number 	<p>To pay employees and make appropriate tax payments and keep appropriate records.</p> <p>To allow HR and payroll and benefit administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract with you</p> <p>Necessary for compliance with a legal obligation</p>
<p>Work schedule and Leave including:</p> <ul style="list-style-type: none"> • days of work • working hours • attendance • leave taken • leave requests • leave authorisation 	<p>To pay employees correctly</p> <p>To comply with legal requirements regarding working time</p> <p>To allow resource planning</p> <p>To manage statutory and non-statutory holiday and leave.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation.</p> <p>Necessary for our legitimate interests</p>
<p>Pension records including:</p> <ul style="list-style-type: none"> • name • marital status • address • DOB • Salary • Pension age • Beneficiaries 	<p>To make appropriate pension payments.</p> <p>To comply with Legislative and regulatory requirements</p> <p>To allow pension administration and defence against potential legal claims.</p> <p>To allow auditing and reporting of Pension schemes</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Performance records including:</p> <ul style="list-style-type: none"> • appraisal documents 	<p>To maintain a record of the operation of performance improvement processes.</p>	<p>Necessary for the performance of a contract</p>

<ul style="list-style-type: none"> • probation and performance reviews • performance improvement plans • records of capability meetings and related correspondence/ warnings 	<p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Disciplinary and grievance records including:</p> <ul style="list-style-type: none"> • records of investigations • witness statements • notes of disciplinary or grievance meetings • correspondence with employees • relevant warnings 	<p>To maintain a record of the operation of disciplinary and grievance procedures and their outcome.</p> <p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Absence records including:</p> <ul style="list-style-type: none"> • details of absence taken • reasons for absences • records of absence management discussions such as Return to Work Interviews • correspondence with employees 	<p>To maintain records of the implementation of absence procedures</p> <p>To ensure that employees receive statutory and contractual sick pay or other pay entitlements and benefits</p> <p>To meet health and safety obligations and comply with the requirement to make reasonable adjustments</p> <p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>CCTV Images</p>	<p>To maintain security of Thenué's premises</p> <p>To provide a safe working environment for employees</p> <p>To comply with legislative and regulatory requirements</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Information about Employee use of business equipment including:</p> <ul style="list-style-type: none"> • access to computers 	<p>To maintain the operation, security and integrity of</p>	<p>Necessary for compliance with a legal obligation</p>

<ul style="list-style-type: none"> • desk telephones • mobile phones • software and applications • Internet usage • Emails • Social media 	<p>business communications systems</p> <p>To provide IT and communications systems support</p> <p>To preventing excessive personal use</p>	Necessary for our legitimate interests
Photos and Videos	To promote the business of Thenue Housing Association	Necessary for our legitimate interests

Special category personal information	Purpose for processing	Our legal basis for processing	Special category legal basis
Family leave including maternity, paternity, adoption and shared parental leave, parental leave and time off for dependents (which could include information about Employee health and sexual orientation).	<p>To maintain a record of leave</p> <p>To ensure that employees receive statutory and contractual pay entitlements</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>	Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment.
<p>Occupational Health records including:</p> <ul style="list-style-type: none"> • medical records • health monitoring information • referrals for treatment such as counselling • reports and correspondence with external practitioners or GP's. 	<p>To assess suitability for work</p> <p>To meet Health & Safety obligations</p> <p>To comply with the requirements to provide reasonable adjustments</p>	<p>Necessary for compliance with a legal obligation.</p> <p>Necessary for our legitimate interests</p>	<p>Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment.</p> <p>Necessary for the purposes of preventative medicine or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health care systems.</p>
Criminal convictions checks	To assess your suitability to work with us.	Necessary for compliance with a legal obligation.	Necessary for the purposes of carrying out the obligations and exercising specific rights of the

		Necessary for our legitimate interests	controller or of the data subject in the field of employment.
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We will collect this information in a variety of ways including directly from you, and from third parties as outlined below:

- Recruitment Agencies
- Former employers or other referees
- Occupational Health providers
- Banks
- Department of Work and Pensions
- Trade Unions

Who do we share your information with?

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to you;
- If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.

We will share your data as required by law to administer the working relationship that we have with you.

We may share your data with third parties, including third party service providers that process data on our behalf, in connection with payroll; the provision of employee benefits; the provision of occupational health services and IT services.

In relation to our third-party service providers, we have in place a written contract which only permits them to process your data for specified purposes and in accordance with our instructions. All their employees must be subject to a duty of confidentiality. The contract also requires third party service providers to take appropriate security measures in relation to your personal data which are in line with our policies. They are also not allowed to use your personal data for their own purposes.

How do we secure your personal data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

In addition, we limit the access that individuals have to your personal data to those who have a business need to know.

Your information will only be stored within the UK and EEA (European Economic Area).

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

How long will we keep your personal data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.

Your Rights

You have several rights in relation to your personal data. These are listed below. A fee will not generally be charged for exercising any of these rights unless your requests are manifestly excessive.

- The right to access information about the personal data we process about you and to obtain a copy of it;
- The right to require us to change incorrect or incomplete data;
- The right to require us to erase or stop processing your data; and
- The right to object to the processing of your data where we are relying on its legitimate interests as the legal ground for processing;

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Data protection Co-ordinator.

If you still believe that we have not complied with your rights, you can complain to the Information Commissioner's Office. Contact details are available at <https://ico.org.uk/make-a-complaint/>

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

What if you do not provide personal data?

You have some obligations under your employment contract to provide us with information. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith which you have as an employee. You may also have to provide us with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the information to us may mean that you are unable to exercise these statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable us to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Changes to this Privacy Notice

Thenue Housing Association reserves the right to update this privacy notice at any time and will provide you with a new notice when making any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.