

Digital Services Modern Apprentice

Full Time (35 hours)

Starting Salary: £13,741 per year

This opportunity is fixed term for 18 months

Based in Haddington

East Lothian Housing Association is a growing organisation that builds and manages a range of properties to meet a variety of needs in East Lothian.

We have an exciting new opportunity for an enthusiastic individual to join us and provide support to our Digital Services Officer. With the Housing Team, they will also help ensure excellent service delivery to our customers.

The postholder will learn about all aspects of our digital services, including Rent Collector, our innovative new Open Banking App which tenants can use to pay their rent, and our Key Tenant Scheme where tenants can earn discounts by using our digital services.

The successful candidate will have good communication and organisation skills, and must be confident in using Microsoft Applications, including Word and Excel. The postholder will also be required to complete the Modern Apprenticeship in Digital Applications as SCQF Level 6.

We're an organisation that offers generous conditions and a great work/life balance. Some of the benefits include:

- 30 days annual leave plus public holidays
- Flexible working
- A Defined Benefit Pension Scheme with employer contributions
- Employee Advice Service including counselling
- Simply Health Care Plan

For more information and to apply for this role via Microcom (our training provider's) website, please click on the vacancy details link below:

[Vacancy details](#)

If you would like an informal chat about the job, please contact our Digital Services Officer, Mary Hargreaves on 01620 825032 or email her at enquiries@elha.com

Closing date for applications : **Friday 22 August 2025 at 12 noon.**

East Lothian Housing Association is a Disability Confident Employer and is committed to Equal Opportunities.

JOB DESCRIPTION

JOB TITLE: Digital Services Modern Apprentice

ACCOUNTABLE TO: Digital Services Officer

RESPONSIBLE FOR: No Management Responsibilities

POST OUTLINE

The Digital Services Modern Apprentice is responsible for providing digital and administrative support to the Digital Services Officer to help maintain and develop our digital systems and services, and support tenants to access these services, for example, through elha.com, Rent Collector (our innovative new App which allows tenants to pay their rent through Open Banking), and our unique Key Tenant Scheme, where tenants can access Rent Discounts.

The Digital Modern Apprentice will provide support in the provision of customer information through elha.com, My Home (our tenant digital service portal), social media and e-news, and with performance monitoring, compiling statistics and helping to prepare reports to ensure effective Customer Service.

They are also required to work towards achieving the Modern Apprentice in Digital Applications at SCQF Level 6.

KEY ACTIVITIES

- Providing support with the site maintenance and content of elha.com
- Testing digital services, for example, new digital tools in My Home, My Work, My Area and Rent Collector
- Administering the Key Tenant Scheme
- Responding to Rent Collector queries and trouble-shooting
- Ensuring accurate data entry to our IT systems to maintain effective records compliant with Data Protection legislation
- Creating social media content for example, Facebook and Instagram
- Compiling statistics for performance monitoring purposes

EXAMPLES OF TYPICAL AREAS OF RESPONSIBILITY

- Assist the Digital Services Officer by updating content on elha.com and regularly checking links from elha.com to external sites, including assisting with

maintaining dedicated space within elha.com for different categories of elha.com user such as staff, Management Committee members, members and other registered users

- Assist with the testing and maintenance of digital services, including My Home, My New Home, My Work, My Area and Rent Collector
- Respond to Rent Collector enquiries and assist with troubleshooting and / or signposting tenants to relevant information
- Administer the Key Tenant Scheme, (including My New Home Discounts) by reviewing digital support and My New Home overrides, and assessing tenants for eligibility for various levels of Rent Discount
- Help to promote our services and activities on social media sites, including developing and reviewing campaign calendars, and research local resources for e-news articles, social media and web pages
- Carry out a range of digital administrative tasks, for example, uploading dates to the calendars in our tenants My Home accounts, resizing images for our Digital Lettings Service (These Homes), setting up mailings for our Mutual Exchange List and updating new tenants and applicants in our Information and Advice database
- Assist with the collation of statistics for performance monitoring, for example, recording social media engagement and My Home usage statistics, ensuring that registers are maintained, compiling information for our Performance 365 microsite and keeping it up to date
- Respond to Live Help enquiries received through elha.com

GENERAL RESPONSIBILITIES

- Ensure that the letter and spirit of our Equalities and Diversity policy is observed in all respects and at all times
- Carry out other duties from time to time commensurate with the post as required by the Digital Services Officer
- Attend relevant training as required especially in relation to the Modern Apprenticeship Qualification
- Assist with the work of other departments at times of pressure, including reception cover where required
- Where required, support the Manager to develop procurement options for contractors, suppliers and consultants that ensure the delivery of high-quality service or works that deliver exceptional customer satisfaction

PERSON SPECIFICATION

POST: DIGITAL SERVICES MODERN APPRENTICESHIP

About us

We are a growing organisation that builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our office in Haddington, we currently manage around 1400 properties for rent and shared ownership throughout the area. Our subsidiary company, R3 Repairs Limited, provides a repair and maintenance service for our properties and other customers.

The Job

The primary purpose of the post is to provide digital support to our Digital Services Officer, and working within the Housing Team to ensure excellent service delivery to our customers. The successful candidate will learn about all aspects of our digital services, including Rent Collector, our innovative new App which allows tenants to pay rent online and our Key Tenant Scheme where, by meeting certain criteria, tenants can receive a rent discount. They are also required to complete, to a satisfactory level, the Modern Apprenticeship in Digital Applications at SCQF Level 6.

The following is a list of attributes that are either essential or desirable for this job.

KNOWLEDGE SKILLS AND ABILITIES	Essential	Desirable
- Literacy and numeracy skills	✓	
- Good keyboard and IT skills including experience of using Office packages, particularly Excel	✓	
- Good communication and Interpersonal skills	✓	
- Customer care skills	✓	
- Ability to understand and follow procedures and policies	✓	
- Effective team worker	✓	
- Ability to work accurately, paying attention to detail while working in a busy environment	✓	

KNOWLEDGE SKILLS AND ABILITIES	Essential	Desirable
- Ability to problem solve	✓	
- Awareness of data analytics and research		✓
- Experience using a range of social media platforms		✓
- Awareness of importance of confidentiality	✓	
PERSONAL QUALITIES		
- Reliable and punctual	✓	
- Committed to continued training & development	✓	
- Enthusiastic and motivated	✓	
- Ability to use initiative	✓	
REQUIREMENTS OF THE POST		
- Commitment to complete the Modern Apprenticeship within identified period	✓	
- Commitment to undertake all external training required for the Modern Apprentice qualification.	✓	
QUALIFICATIONS		
- Minimum of 3 National 4 or 5's (or equivalent) , which must include English and Maths.	✓	

Please consider the Person Specification in conjunction with the Job Description requirements and your suitability to fulfil the post prior to applying for the post.

Digital Services Modern Apprentice

Summary of Terms & Conditions of Service

Starting Salary	£13,741 per annum
Pension:	SHAPS Final Salary Pension Scheme (Other options available including CARE and 10% Employer Defined Contributions)
Holidays:	40 days per year, including 15 days public holiday In addition, up to two flexitime leave days per month
Health:	Simply Health Cash Plan - covering benefits such as support with dental, optical, physiotherapy, osteopathy, chiropractic, acupuncture, health assessments and prescription costs, as well as a new child payment for new parents.
Telephone:	£20 per month mobile telephone allowance payment, (where required)
Salary Sacrifice:	Available for Pension Contributions, Electric Vehicle Leasing, Bike Purchase and Childcare vouchers
Other Benefits:	Flexible working Generous Occupational sick pay that increases with length of service Discounted shopping vouchers for supermarkets, high street retailers, leisure and entertainment providers Employee Advice Service including counselling
Hours of Work:	35 hours per week, 5 days per week, flexitime Core hours are 10.00am to 12.00 noon and 2.00pm to 4.00pm daily Office based

Place of Work: East Lothian Housing Association
18-20 Market Street
Haddington
East Lothian
EH41 3JL
(Or any other location required to carry out your duties)

Notice Period: 4 weeks

Pay Day: 28th of each month

All other terms and conditions of employment are as per EVH Conditions of Service.

Useful links

You can find out all about us on our website www.elha.com

**EQUALITY & DIVERSITY POLICY
SUMMARY FOR ISSUE AS A PUBLIC STATEMENT**

We are committed to promoting an environment of respect and understanding; encouraging diversity and eliminating discrimination by providing equality of opportunity for all in the following activities:

- Admission to the housing register
- Allocating housing
- Provision of all services to tenants and other customers
- Appointment of Consultants and Contractors
- Handling of comments and complaints
- Recruitment of Association members
- Recruitment of Management Committee / Board Members
- Recruitment and employment of staff, and all aspects of their Terms and Conditions of Employment

We are committed to complying with all current anti-discrimination law, regulation and good practice.

We aim to ensure that in all our policies, procedures and management decisions there is no discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation or on any other grounds.

We will provide information in alternative forms for those requiring it, for example translation into other languages where required.

As part of our commitment to Equality & Diversity, and in compliance with the Equality Act 2010, we have adopted a Disability Policy Statement and have been recognised by the Employment Service as a Disability Symbol User.

A full copy of our Equality & Diversity Policy may be obtained from the Association's offices at the address above.



Brian Logan, Chair



Martin Pollhammer, Chief Executive

EAST LOTHIAN HOUSING ASSOCIATION LIMITED

BACKGROUND INFORMATION FOR APPLICANTS FOR EMPLOYMENT

The following information has been provided in order to give you an insight into the Association, its structure and activities.

The Job Description (enclosed) outlines the duties and responsibilities of the post for which you are applying. The Person Specification (enclosed) indicates the professional and personal skills and attributes required of applicants for the post.

THE ASSOCIATION

East Lothian Housing Association builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our office in Haddington, we currently manage around 1,400 properties for rent and shared ownership throughout East Lothian.

The Association

- is a non-profit distributing charitable organisation registered with The Scottish Housing Regulator and is committed to serving the housing needs of the residents of East Lothian.
- is run by a voluntary Management Committee of up to 15 members drawn from people with experience in all walks of life, who live, work or have some other interest or connection to East Lothian.
- was established in February 1988 by a steering group of local people concerned about the growing housing needs within the District and particularly in rural areas.
- provides accommodation for families, single people, the elderly and people with physical disabilities and special needs.
- manages East Lothian Care & Repair, who provide help and advice to disabled and elderly home owners and private tenants on financing and carrying out housing improvements, repairs and maintenance.

Our vision is:



MANAGEMENT OF THE ASSOCIATION

The Management Committee delegates operational responsibilities to a professional team of staff headed by the Chief Executive, Martin Pollhammer.

The management structure is as follows:

Function/Department	Headed by	Name
Finance & Corporate Services	Director of Finance & Corporate Services	Gary Alison
Housing	Director of Housing	Karen Barry
Asset Management & R3 Repairs	Director of R3 & Asset Management	Charlie Cooley
Care & Repair	Care & Repair Manager	Angela Bunton

DEPARTMENT FUNCTIONS

◆ Corporate Services

The department is primarily responsible for managing the Association's IT and Office Administration systems. The department is also responsible for responding to customer enquiries, in person, by phone, web and email and for the provision of administrative and support services to other departments when required (e.g. keeping our housing register data up to date). In supporting the Association's governance, the department provides Company secretarial duties, and Management Committee administration.

◆ Housing Management

This department is responsible for the general management of the Association's housing stock and the provision of services to our tenants and other customers including: maintenance of the housing register; allocation of housing, including shared ownership; estate management, which includes looking after the areas around our housing; tenant participation and support; rent arrears management; responding to customer enquiries; and dealing with anti-social behaviour.

◆ Asset Management

The Asset Management Department is responsible for the planning and implementation of the Association's cyclical and planned maintenance programmes to ensure that the properties are maintained in good order with a view to maximising the life expectancy of the houses. In order to improve the effectiveness of this process, the management, delivery and monitoring of reactive maintenance is also carried out by Asset Management. Asset Management also provides advice to tenants on all aspects of maintenance including, for example, alterations and medical adaptations.

◆ Care & Repair

Care & Repair provides assistance to elderly and disabled homeowners and private tenants to carry out necessary repairs and adaptations to their homes to enable them to maintain their independence. The service was established in 1987 and is managed by East Lothian Housing Association and funded by East Lothian Council.

The Care & Repair Service also includes the Small Repairs Service to carry out small repairs for eligible clients. Labour is free of charge, clients only have to pay for materials.

◆ Finance

The functions undertaken cover all aspects of Group financial and management accounting services including inter-group transactions.

◆ **Development**

The Development Programme is delivered through a Strategic Alliance with the Places for People Scotland Group. The Association aims to target its investment to provide high quality affordable homes for rent throughout East Lothian. The Development Programme is funded through Housing Association Grant (HAG) and private finance.

◆ **R3 Repairs Limited**

The Association has a subsidiary company, R3 Repairs Limited, which provides maintenance services. It is governed by its own Board which is responsible for recruiting and managing its staff.

Proof of Eligibility to Work in the UK

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006, section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016.

Under this law, it is a criminal offence for East Lothian Housing Association Ltd to employ a person who is not entitled to work in the UK. If you are short listed, then on the day of your interview, you **must** either:

- provide documents from List A or List B – Group 1 or List B – Group 2 so we can manually check your eligibility to work in the UK status (all), or;
- provide us with a Share Code so that we can check your eligibility to work in the UK status online (non-British and non-Irish citizens)

If you are a British or Irish citizen and do not have a passport (current or expired), please refer to points 3, 5, 6, 7 and 8 of List A.

If you are a non-British or non-Irish citizen and cannot show your original documents or your online immigration status, we will contact the Home Office to check your immigration status.

LIST A	
1.	A passport (current or expired) showing you are a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2.	A passport or passport card (in either case, whether current or expired) showing you are an Irish Citizen.
3.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4.	A current passport endorsed to show that you are exempt from immigration control, are allowed to stay indefinitely in the UK, have the right of abode in the UK, or have no time limit on your stay in the UK
5.	A current Immigration Status Document issued by the Home Office to you with an endorsement indicating that you are allowed to stay indefinitely in the UK or have no time limit on your stay in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
6.	A birth or adoption certificate issued in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer
7.	A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
8.	A certificate of registration or naturalisation as a British citizen, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 1

1. A current passport endorsed to show that you are allowed to stay in the UK and are currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to you with a valid endorsement indicating that you may stay in the UK and are allowed to do the type of work in question, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 2

1. A document issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that you have made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that you are permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that you may stay in the UK and are permitted to do the work in question.