



Our Ref: **CSM/JAN2026**

January 2026

Dear Applicant

CUSTOMER SERVICES MANAGER

Thank you for your interest in the above position. I have enclosed a copy of our Recruitment Pack which includes;

- Job description and Person Specification
- Summary of conditions of service
- Statement of Equalities and Diversity (a full copy of our policy is available on request)
- Background summary information on East Lothian Housing Association
- Proof of Eligibility to Work in the UK Information

Please consider the person specification along with the job description before completing the application form. Please note that we do not accept CVs.

The closing date for applications is: **Tuesday 10 February 2026 (12:00 noon)**.

Interviews will be held on Tuesday 24 February 2026

If you are chosen for interview, we will contact you by Tuesday 17 February 2026

Please note that East Lothian Housing Association will only give feedback to applicants who have been shortlisted for an interview.

Further information about the Association can be found on elha.com.

Yours sincerely

Karen Barry

Karen Barry
Director of Housing



Role: **Customer Services Manager**
Salary: **EVH Grade £48,597 - £52,578**
Contract: **Full time**
Hours: **35 hours (across 5 days)**
Location: **18-20 Market Street, 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 opportunity for an enthusiastic individual, passionate about excellent customer services and helping others, to lead a new Customer Services Team.

The Role

We are looking for an experienced person to develop and manage a team of high-performing Customer Advisers responsible for ensuring that our customers get accurate information and advice on a range of housing, repair and maintenance related issues, who administer our Digital Lettings Service and who provide administrative support to the Housing & Asset Management Teams.

The postholder will be responsible for managing day to day operations in line with regulatory requirements and will play a key role in embedding a strong customer focused culture within our organisation, ensuring services are accessible, inclusive and responsive to diverse customer needs. They will manage our complaints function to deliver timely, empathetic and high quality responses, and use insights to drive service improvement.

As an effective member of our Management Team, the postholder will work collaboratively across departments to identify delivery challenges across the services, problem solve, and find solutions that mean we are giving the best service to our customers, aiming to ensure our objectives are met and that high levels of customer satisfaction are achieved.

About You

You will be a confident people manager who supports and develops their team, and will have a strong background in customer service, ideally within housing or a similar public facing environment. You will be highly motivated and passionate about improving outcomes for our customers, and skilled at balancing empathy with performance management.

With a strong understanding of complaints handling best practice and regulatory expectations, you will manage the complaints service and will take a calm empathetic approach in dealing with complaints, having the confidence to handle difficult and emotionally charged situations. You will possess strong analytical skills and have the ability to turn customer feedback into practical improvements.

Why Join Us

We are a values-led organisation where customer experience truly matters, and if you like helping others, this role provides an opportunity to make a real and positive difference to the lives of our tenants and other service users.

We are a friendly and supportive 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

All available from day one.

How to Apply

If you have the necessary skills and experience and you would like to work in an innovative and fast moving environment, please complete an application form via our website: www.elha.com

If you would like a printed application pack, please telephone 01620 825032.

Please note that CV's will not be accepted for this post.

Closing date for applications : **Tuesday 10 February at 12 Noon**

Interviews will be held week commencing 23 February 2026

If you would like an informal chat about the job, please contact Karen Barry, our Director of Housing & Customer Services or email her at enquiries@elha.com

As a Disability Confident Employer, we will interview all disabled candidates who meet all of the essential requirements for the post. If you tell us that you're disabled, we'll ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

ELHA is committed to Equal Opportunities.
Scottish Charity No: SC028900.

PERSON SPECIFICATION

POST: CUSTOMER SERVICES MANAGER

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 Head Office in Haddington, we currently manage around 1,500 properties for rent and shared ownership throughout the area. Our subsidiary company, R3, provides a repair and maintenance service for our homes and other customers. We also operate a Care & Repair service across East Lothian for private tenants and homeowners.

The Job

Our new Customer Service Team is responsible for providing excellent levels of customer service across our housing and maintenance functions, ensuring that all tenants and other customers get accurate information and progress on issues affecting their tenancies, repairs, their community, and other housing and/or maintenance related issues.

The Customer Services Manager will lead, develop and manage our Customer Services Team. They are responsible for ensuring customers receive high quality, accessible and responsive services across all contact channels, and for ensuring consistently high standards of service delivery. Working collaboratively across departments, they will be responsible for embedding a strong customer first culture with a focus on first point of contact resolution. They will also manage complaints, oversee the administration of our Digital Lettings Service, ensuring our homes are let in line with targets, ensure the provision of administrative support to both our Housing and Asset Management Teams and oversee the management of our reception area.

Reporting to: Director of Housing & Customer Services

Personnel Requirements

The job will be challenging and varied. It will require an eye for detail, the ability to multi-task and flexibility to prioritise workload depending on the demands of the service, to meet the needs of our team members and customers.

Committed to delivering high standards of customer care and continuous improvement, the successful candidate will be compassionate, patient and respectful in all interactions with staff, internal and external customers, and will embrace ELHA's values as a professional, honest, reliable, and friendly individual. They will be a collaborative team player with a proactive and solution-focussed mindset and have a 'can-do' attitude. The successful candidate will also be reliable and punctual, always demonstrate integrity and professionalism and committed to continuous personal and professional development.

	Essential	Desirable
PERSONAL ATTRIBUTES/SKILLS		
• Excellent communication skills	✓	
• Excellent people management and leadership skills	✓	
• Excellent organisational skills and ability to prioritise work and manage time effectively to meet deadlines	✓	
• Ability to problem solve	✓	
• Ability to remain calm under pressure and deal with challenging situations	✓	
• Ability to work on own initiative and as part of an effective team	✓	
• Good computer skills	✓	
EXPERIENCE	Essential	Desirable
• Proven experience of working in a customer service environment	✓	
• Previous experience within a Scottish Housing Association or social housing environment		✓
• Experience of managing customer complaints and service improvement	✓	
• Experience of working to a high degree of accuracy, paying close attention to detail, and maintaining accurate records	✓	
• Experience using customer relationship management (CRM) systems or similar software		✓
• Experience of setting and achieving qualitative as well as quantitative targets		✓
• Experience of developing and implementing procedures	✓	
• Management Responsibility	✓	
KNOWLEDGE	Essential	Desirable
• A knowledge of Scottish Housing legislation and the Scottish Housing Regulator	✓	
• Awareness of key housing issues, including tenancy rights, rent arrears, repair processes, allocations and safeguarding concerns	✓	
• Understanding of equality, diversity and inclusive service delivery	✓	
• Understanding of Data Protection, confidentiality, and equality & diversity in service delivery	✓	

QUALIFICATIONS		
Educated to Higher level	✓	
Customer Service or Housing related qualifications		✓

Please consider the Person Specification in conjunction with the Job Description requirements and your suitability to fulfil the post prior to completing the application form.

Customer Services Manager

Job Description

Accountable to: Director of Housing & Customer Services

Post Outline

The Customer Service Team is responsible for providing excellent levels of customer service across our housing and maintenance functions, ensuring that all tenants and other customers get accurate information and progress on issues affecting their tenancies, repairs, their community, and other housing and/or maintenance related issues. The capturing of data is pivotal, especially in driving continuous improvement.

The Customer Services Team Manager will lead and develop a high-performing Customer Services Team promoting a strong customer-focussed culture, ensuring services are accessible, inclusive and responsive to diverse customer needs. They are responsible for managing day to day operations, coaching and supporting team members, in line with regulatory requirements, organisational values and performance targets. They will ensure the provision of a professional, effective and responsive housing and maintenance service to internal and external customers, with the aim of ensuring that our objectives are met, and a high level of customer satisfaction is achieved.

The role will work alongside other managers to identify delivery challenges across the services, problem solve, and find solutions that mean we are giving the best service to our customers. In addition, they will work with the Director of Housing & Customer Services to create an environment where a positive culture is embraced, and the service delivers excellent outcomes for tenants, other customers and colleagues.

Key Activities

- Lead, develop and manage a team of Customer Service Advisers, to deliver high quality, consistent services across all channels (digital, telephone, face-face and written)
- Set clear performance expectations and support staff through supervision, appraisal, training and development
- Promote a customer-first culture, ensuring all our services are accessible, inclusive, and responsive to diverse customer needs

- Oversee customer contact handling, ensuring enquiries are responded to / resolved efficiently with a focus on first point of contact resolution and customer satisfaction
- Manage the Head Office reception and mail room to provide an efficient and effective service
- Promote the take up of our digital services, Rent Collector, the Key Tenant Scheme and Housing Perks at every opportunity.
- Provide a quality housing information and advice service ensuring that customers receive accurate information, advice and assistance on issues such as repairs and maintenance, alterations & improvements, tenancy management, rent payments, neighbour nuisance & antisocial behaviour, and allocations
- Oversee the administration of our Digital Lettings Service, in line with our These Homes (Allocations) Policy and KPI's, review suspended applications and respond to appeals
- Play a key role in the continuous development of the Digital Lettings Service and associated procedures, monitoring its effectiveness and making recommendations for ongoing improvements
- Working with the Housing Manager to ensure joined-up service delivery by overseeing the management and control of voids to minimise rent loss and ensuring adequate levels of administrative support for the Housing Team
- Working with the Asset Manager, ensure that Reactive Repairs Service operates smoothly, that repairs, including defect repairs in new developments, are instructed and followed up to ensure timely completion, inspection requests are issued where necessary, chargeable repairs are processed and pursued, and satisfaction survey results are collated
- Oversee the effective management of complaints in line with the Scottish Public Services Ombudsman's (SPSO) Model Complaints Handling Procedure and in collaboration with other departments, using feedback and learning outcomes to improve service delivery and prepare reports for Senior Management and the ELHA Board
- Support the Director of Housing & Customer Services with wider management information and key performance data which enables strategic and operational planning as well as an understanding of where we are doing well, and where we need to improve

Examples of Typical Areas of Responsibility

Staff

- Manage individual/team performance in accordance with all relevant policies and our performance management systems
- Identify training needs of individual staff and ensure that these are met in the most appropriate and effective manner
- Lead, manage and support staff to ensure that we have the skills and resources to implement policies and procedures effectively to deliver a high standard of service and maximise each individual's contribution to the Group's success
- Manage and monitor workload to ensure that staff resources are used effectively, and that service provision is uninterrupted
- Assist with recruitment for new and existing posts

Service Delivery

- Ensure services are accessible, inclusive and responsive to the diverse needs of our customers
- Oversee the effective management of all complaints, in line with legal requirements and key performance indicators, with responsibility for overall performance for Stage One complaints
- Ensure complaints, praise and general feedback are used constructively to improve services and prevent repeat issues
- Prepare reports on complaints performance and learning outcomes for Senior Management, the Performance Committee, ELHA Board and elha.com as required
- Ensure the maintenance of our Housing Register and manage workflows, ensuring the Register is administered in accordance with our These Homes (Allocations) Policy
- Ensure that our vacant properties are advertised timeously and appropriately; and are relet within target timescales to minimise rent loss
- Ensure that repairs requests including defect repairs in new developments, are managed effectively, that they are ordered to appropriate contractors and followed up where necessary to ensure they are carried out within required timescales
- Promote take up of our digital services and the Key Tenant Scheme, providing information to tenants on eligibility for rent and Housing Perks discounts

- Ensure that administrative support is provided in all aspects of tenancy management, repairs and maintenance, Sharing Owner and factoring requirements
- Coordinate the HMO License application process to ensure compliance with submission deadline dates
- Ensure neighbour disputes and estate management complaints are managed effectively; making referrals to the Housing Officers or signposting tenants to appropriate agency / local authority where issues are not the responsibility of ELHA and updating records as required
- Ensure daily incoming & outgoing post is processed, and that all contact and relevant correspondence are consistently logged, answered or appropriately referred to specialist staff in a timely manner, in accordance with policies and procedures
- Monitor, track and assess the effectiveness of the team, especially in terms of quality of service, for example volume, type and nature of contact, level of first contact resolution, abandoned calls, customer satisfaction and feedback and make any necessary adjustments
- Ensure the team meet Key Performance Indicators and Service Level Agreements
- Provide a professional and accurate Housing Information and Advice Service to our customers in accordance with Policy, taking a supportive approach to customers' needs
- Ensure the reception area and post rooms are maintained in a safe and good condition

Governance & Compliance

- Ensure the provisions of Data Protection management and related regulations operate, and guide staff in relation to confidentiality
- Coordinate and respond to all valid Subject Access and Freedom of Information Requests

Budget

- Liaise effectively with the Director of Housing & Customer Services and Finance to set budgets
- Manage spend against budgets, highlighting areas of concern and explaining variances

Procurement

- Ensure Procurement and contract management is managed in line with the Association's Procurement and Value for Money Policy and Contract Management Policy
- Meet quality and value for money criteria through continuously improved performance and efficiency of contractors and consultants
- Ensure that procurement and management of contract work is carried out effectively, in compliance with policy and providing value for money

Record Keeping

- Ensure accurate records are maintained and effective audit trails exist for all aspects of the service (this includes ensuring the contact management system is used effectively to record all customer interactions and that the Records Management Policy and Data Retention Schedule is adhered to)

Policy / Procedure

- Develop and review policies and procedures to ensure delivery of an effective service in line with current good practice, legislation, the expectations of our service users and our regulators and to accomplish the Group's objectives

Management Team

- Participate fully in the development of our Business Plan and the successful achievement of our aims and objectives
- Work with colleagues on a wide range of activities, acting in the best interests of the Group and contributing to its success
- Participate in audits ensuring that recommendations are agreed and implemented

Reporting

- To keep abreast of current issues, legislation and good practice and ensure that relevant information is communicated to the Performance Committee, the ELHA Board and relevant staff

General

- Ensure consideration of the Association's vision and values when delivering services
- Participate in the attainment or maintenance of accreditations to benefit the Group

- At all times, comply with Health & Safety Policy and procedures to promote a positive safety culture, reporting any unsafe conditions or working practices
- Attend relevant job related training / conferences
- Carry out other duties commensurate with the post as required by the Director Housing & Customer Services
- Comply with our Dignity at Work policy and staff code of conduct at all times
- Understand and respect the diversity of customers and colleagues, ensuring that the letter and spirit of our Equalities and Diversity policy is observed in all respects and at all times

Customer Services Manager

Summary of Terms & Conditions of Service

**Basic Salary £48,597 - £52,578
(EVH Grade 8, PA28 – PA31)**

Plus, allowances, Final Salary Pension Scheme and Salary Sacrifice Schemes

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

Fees: One set of relevant professional fees paid annually

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.

Salary Sacrifice: Available for Pension Contributions, Electric Vehicle Leasing, Bike Purchase

Other Benefits: Enhanced Maternity, Paternity and Adoption Leave and Pay
Generous Occupational sick pay that increases with length of service
Discounted shopping vouchers for supermarkets, high street retailers, leisure and entertainment providers

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

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)

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

For example:

About our performance

Performance 365 - East Lothian Housing Association

Privacy Policy

ELHA Privacy Policy - East Lothian Housing Association

GDPR Fair Processing Notice – how we use your personal information

How ELHA Use Your Personal Information - East Lothian Housing Association

ELHA Landlord Performance & Other Public Information

East Lothian Housing Association Ltd | Scottish Housing Regulator

**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

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:



The graphic is divided into three horizontal sections. The top section is light blue and contains a stylized orange house with a smiling face, with the text 'healthy happy homes' written in purple around it. The middle section is light yellow and contains the text 'we provide' followed by a list of four points: 'First class affordable rented homes', 'Excellent customer care', 'Expert maintenance services', and 'Support for independent living', all in green. The bottom section is light pink and contains the text 'we are' followed by four icons with labels: 'Professional' (laptop with smiley face), 'Honest' (scales of justice), 'Reliable' (checkmark in a box), and 'Friendly' (two stylized figures). The ELHA logo is at the bottom left of the pink section.

- our vision
- 
healthy happy homes
- we provide
- : First class affordable
rented homes
- : Excellent customer care
- : Expert maintenance services
- : Support for independent living

- we are
- 
Professional
- 
Honest
- 
Reliable
- 
Friendly

elha.com
east lothian housing association

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.