



Our Ref: **ITAS/APRIL26**

**26 April 2026**

Dear Applicant

**IT ASSISTANT**

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: Midday on Tuesday 12 May 2026**

**Interviews are expected to take place on Tuesday 19 May 2026**

If you are chosen for interview, we will contact you by Friday 15 May 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](http://elha.com).

Yours sincerely

*Gary Alison*

**Gary Alison**  
**Director of Finance & Corporate Services**



## IT Assistant

### Job Description

**Accountable to:** Data & Technology Manager

---

### Post Outline

The primary purpose of the post is to provide reliable and customer-focused IT support across the Group, ensuring staff have the systems, equipment and assistance required to deliver high-quality housing and repairs services. The IT Assistant will support day-to-day IT operations, contribute to system improvements, and help maintain secure, resilient digital services in line with regulatory and data protection requirements.

### Key Activities

- Provide first-line IT support to staff, responding to helpdesk requests in a timely and professional manner
- Troubleshoot hardware, software, network and telephony issues, escalating where appropriate
- Set up, configure and maintain user devices including desktops, laptops, mobile devices and peripherals
- Support Microsoft 365 applications, including Outlook, Teams, SharePoint and OneDrive
- Assist with onboarding and offboarding staff, including account creation, permissions and equipment provision
- Contribute to IT projects, including system upgrades, digital transformation initiatives and service improvements
- Maintain the confidentiality, integrity and security of the network



## Examples of Typical Areas of Responsibility

### Service Delivery

- Support the implementation of cyber security controls in line with Cyber Essentials, GDPR and organisational policies
- Promote good information security practices across the Association
- Assist with the development of policies and procedures ensuring they reflect the current IT systems and processes
- Assist with asset management, audits and maintaining IT documentation
- Identify opportunities to improve efficiency and user experience through technology
- Produce and maintain clear user guides and technical documentation
- Responsible for maintaining robust documented procedures for all IT related tasks ensuring fit for purpose
- Support the maintenance of the Group's IT Registers (IT hardware and software assets, software licensing, system configuration, user accounts, permissions etc.)
- Maintain relationships with external IT/telephony support providers to ensure service is optimised
- Work collaboratively with colleagues across the Association
- Other duties commensurate with the post of IT Assistant as designated by the Data & Technology Manager

### Record Keeping

- Ensure accurate records are maintained and effective audit trails exist for all aspects of the service. This includes ensuring the Case Management System is used effectively to record all customer interactions and that the Records Management Policy and Data Retention Schedule is adhered to

### Procedure

- With the Data & Technology Manager, develop and review 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 objective



- Keep abreast of current issues, legislation and good practice and ensure that relevant information is communicated to the Data & Technology Manager

## **General**

- Ensure consideration of the Association's vision and values when delivering services
- Contribute to the development and achievement of our Data & Technology Action Plan and Business Plan
- 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
- 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
- Where required, support the Data & Technology Manager to develop procurement options for suppliers and consultants that ensure the delivery of high-quality service or works that deliver exception customer satisfaction
- Working flexibly within both the housing and whole office teams to maximise our ability to provide an excellent service, carrying out any task that can reasonably be expected in line with the grading and overall responsibility of this post

## **Health & Safety**

- Adhering strictly to established Health & Safety policies and procedures, signposting colleagues to support a Safety First culture.
- Ensuring all accidents, injuries, near misses, and work-related illnesses (including incidents of verbal or physical abuse) are reported and recorded as soon as possible
- Immediately reporting any potential Health & Safety risks, hazards, or faulty equipment.





## **PERSON SPECIFICATION**

### **POST: IT ASSISTANT**

#### **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**

Reporting directly to our Data & Technology Manager, the IT Assistant is a key member of the team in delivering IT services. The IT Assistant deals with incoming IT Support tickets as well as contributing to IT projects to deliver new and improved digital services

Some of the key responsibilities include:

- Provide day-to-day IT support to staff, including troubleshooting hardware, software, Microsoft 365 and system access issues, ensuring a responsive and customer-focused service.
- Maintain and support IT systems and infrastructure, including user devices, core business applications and liaison with external ICT suppliers.
- Support information security and continuous improvement, helping maintain secure, compliant systems and contributing to IT projects, documentation and service enhancements.

#### **Personnel Requirements**

The job will be challenging and varied. It will require the successful candidate to be proactive and solution focussed, reliable and accountable, with an eye for detail, have the ability to multi-task and flexibility to prioritise workload depending on the demands of the service.



	<b>Essential</b>	<b>Desirable</b>
<b>PERSONAL ATTRIBUTES/SKILLS</b>		
<ul style="list-style-type: none"> <li>Proactive and solution-focused, with a commitment to continuous improvement</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Reliable and accountable, with strong attention to detail</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Team-oriented, able to support colleagues and contribute to a positive IT function</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Demonstrates commitment to confidentiality, integrity, and security of systems</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Committed to equality, diversity, and a high-quality customer-focused service</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Flexible and adaptable, willing to undertake a range of tasks as required by the organisation</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Strong diagnostic, analytical, and problem-solving abilities</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to manage competing priorities, handle support tickets, and maintain service delivery standards</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to create and maintain clear, robust IT documentation, procedures, and logs</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Excellent communication skills, including the ability to explain technical issues to non-technical colleagues</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work collaboratively with internal teams and external partners</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to manage user access rights, system configurations, and routine administrative tasks accurately</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Strong organisational skills, ensuring accurate record keeping and compliance with policies and retention schedules</li> </ul>	✓	
<b>EXPERIENCE</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Experience using Microsoft Windows and Microsoft 365.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience troubleshooting common IT issues.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience providing customer or user support.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience working accurately and managing priorities.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience with device setup (PCs, laptops, printers).</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience using helpdesk/ticketing systems.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience gained through placement, internship or IT projects.</li> </ul>		✓



• Good understanding of IT hardware, software and networking basics	✓	
• Understanding of troubleshooting methods.	✓	
• Awareness of cyber security and data protection principles.	✓	
• Ability to explain technical issues clearly to non-technical users.	✓	
• Awareness of Cyber Essentials.		✓
• Knowledge of Microsoft 365 admin, Azure or Intune.		✓
<b>QUALIFICATIONS</b>		
• Relevant qualification in IT, Computing or Digital Technology (HNC/HND, degree or equivalent practical experience)	✓	
• Good standard of general education including English and Maths (or equivalent).	✓	
• Relevant placement, internship or project experience.		✓
• Microsoft fundamentals certification such as Microsoft Certified: Azure Fundamentals (AZ-900) or Microsoft 365 Certified: Fundamentals (MS-900).		✓
<b>OTHER REQUIREMENTS</b>		
• Willingness to attend training and maintain up-to-date knowledge	✓	
• Commitment to Health & Safety and promoting a positive safety culture	✓	
• Ability to work flexibly across the organisation as required.	✓	

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.

## IT Assistant

### Summary of Terms & Conditions of Service

---

**Basic Salary £31,792 to £35,332**  
**(EVH Grade 5, Points PA13 to PA16)**

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

**Car Allowance:** £1,795 per year or trebled Electric Vehicle Allowance of £5,385 per year  
(for EV allowance you must supply and use your own EV, or lease an EV through our EV Salary Sacrifice Scheme)

**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.

**Telephone:** £20 per month mobile telephone allowance payment

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

**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

60% workplace attendance normally expected each week with the option to work the remainder remotely

**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:** 8 weeks

**Pay Day:** 28<sup>th</sup> 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](http://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*

---

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.

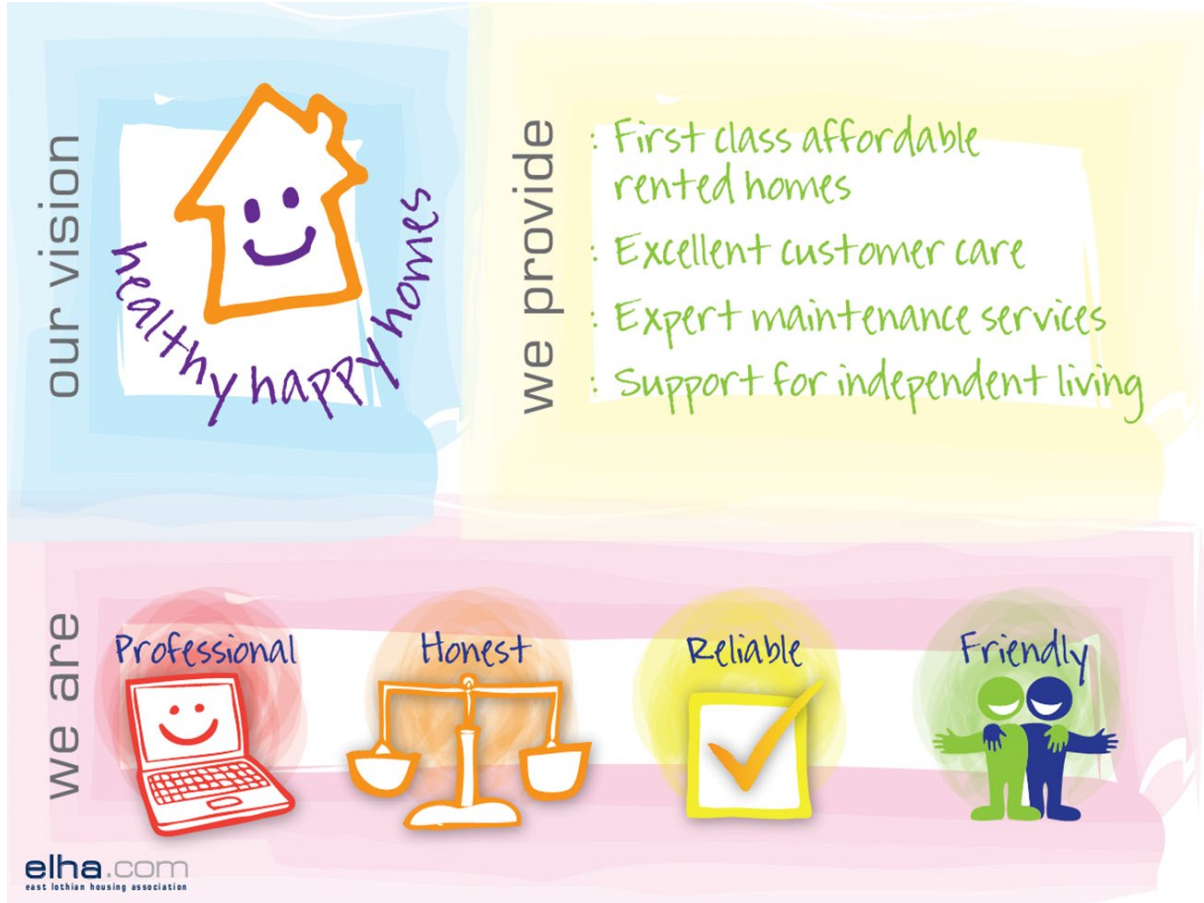
### **THE ASSOCIATION**

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 1,500 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 Board 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 adaptations.

**Our vision is:**



## **MANAGEMENT OF THE ASSOCIATION**

The ELHA Board delegates operational responsibilities to a professional team of staff headed by the Chief Executive, Martin Pollhammer. The role of Secretary is delegated to the Director of Housing & Customer Services.

The management structure is as follows:

<b>Function/Department</b>	<b>Headed by</b>	<b>Name</b>
Finance & Corporate Services	Director of Finance & Corporate Services	Gary Alison
Housing & Customer Services	Director of Housing & Customer Services	Karen Barry
Asset Management & R3 Repairs	Director of R3 & Asset Management	Charlie Cooley

Executive Support	Rosie Gill	Senior Executive Support Officer
Care & Repair	Care & Repair Manager	Angela Bunton

## DEPARTMENT FUNCTIONS

### ◆ Customer Services

The department is primarily responsible for providing an information and advice service to our internal and external customers. They are also responsible for the administration of our Digital Lettings Service, ensuring our homes are let in line with targets, for complaints handling and providing administrative support to both our Housing and Asset Management Teams.

### ◆ 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; the allocation of housing and management of shared ownership; tenancy management, estate management, which includes looking after the areas around our housing; tenant participation and support; rent arrears management and dealing with anti-social behaviour. The department also provides a Money & Home Energy Advice Service.

### ◆ 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.

### ◆ Finance & Corporate Services

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

primarily responsible for managing the Association IT and office administration systems.

#### ◆ **Executive Support**

The Executive Support team is responsible for supporting the work of our Senior Management Team and the ELHA / R3 Board in our Management of the ELHA Group of companies. This involves the responsibility for administering and providing general advice on Human Resources (HR) services, as well as a variety of administrative tasks such as arranging and facilitating meeting but also involves undertaking projects and specific pieces of work for the Senior Management Team.

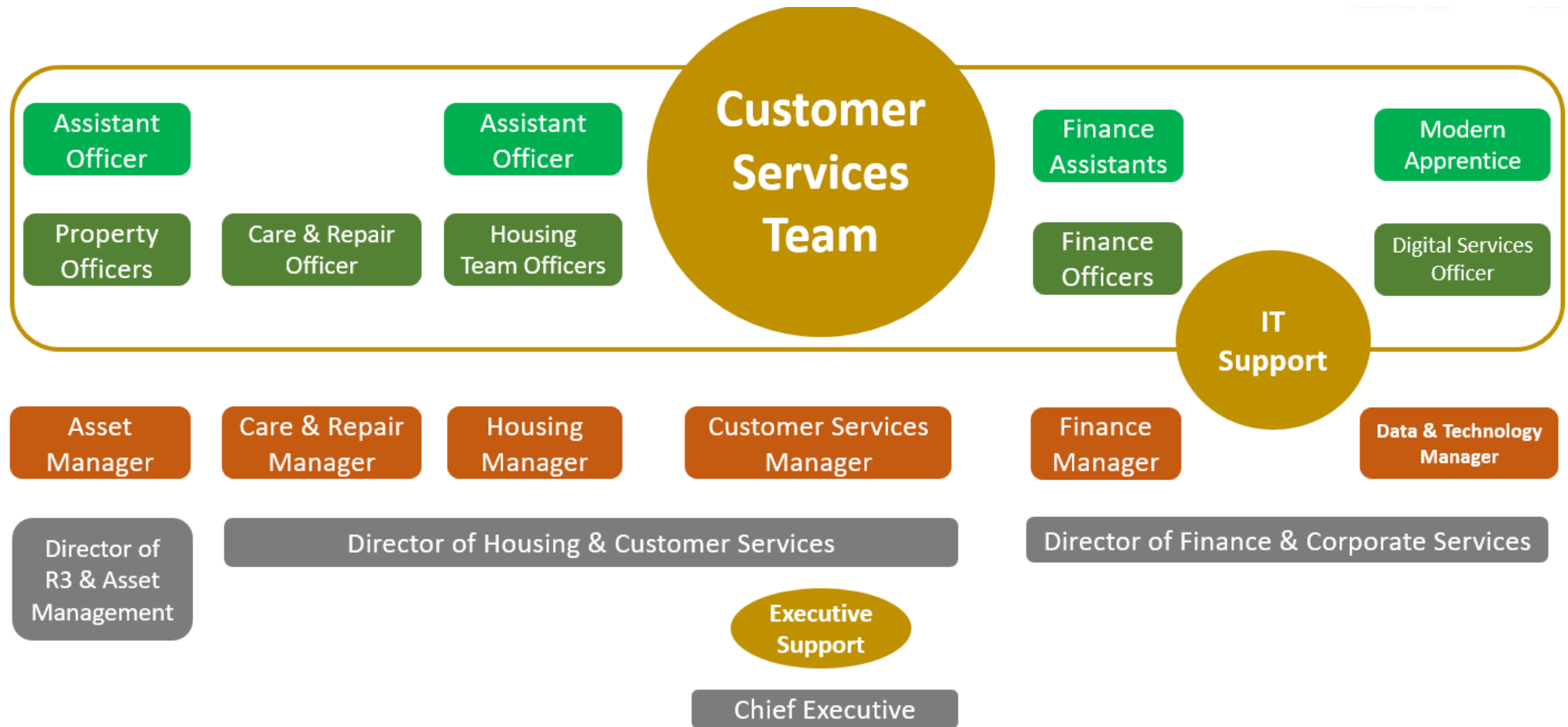
#### ◆ **Development**

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.

**ELHA GROUP STRUCTURE**



## 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.