

## Application Guidelines and Further Information

### 1. APPLICATION PACK

Thank you for requesting an application pack for this post. This pack includes the following:

- The advert for the position.
- A Job Description, which explains the job role and main duties.
- A Person Specification, which details the competencies and experience the successful post holder will need in order to carry out their duties effectively.
- YMCA Exeter Ethos Statement, which explains the Christian ethos of YMCA Exeter and how this works out in practice.
- Privacy notice for Job applicants, which explains how we collect and process your data as an applicant.
- Equality and Diversity Monitoring form which is an optional form.

An Application Form has been provided within this pack as a **separate Microsoft Word document** to enable you to complete your application on your computer and then e-mail it to [hr@ymcaexeter.org.uk](mailto:hr@ymcaexeter.org.uk). Alternatively, you may handwrite the application and post it to **Emily Hornsby, YMCA Exeter, 39/41 St David's Hill, Exeter, EX4 4DA**.

**Please note that CVs and similar documents will not be considered when short-listing**, but only the information written on the Application Form.

### 2. DATA PROTECTION

Personal data obtained from applicants during the recruitment process will be held securely by YMCA Exeter. Information provided will be used solely for the purposes of selection for the post advertised, unless express permission for additional use is sought from the applicant (e.g. if the applicant might be considered for other vacancies). No personal data provided in the course of the application, other than that stored and processed as part of YMCA Exeter's monitoring of equal opportunities, will be retained beyond twelve months from the date from which applicants are informed of the outcome of their application, except in the case of the successful candidate. Please also take some time to review the **Privacy notice for Job Applicants** document in this pack

### 3. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

YMCA Exeter is fully committed to safeguarding children and vulnerable adults. A thorough vetting process will be carried out as part of our appointment process, including verification of any required qualifications, verification of identity, taking of references and, for this post, an enhanced DBS check.

### 4. RELIGIOUS BELIEFS

YMCA Exeter is an organisation with a clear Christian ethos as set out in our Ethos Statement (see Information Pack). The position for which you are applying states that you are required to have a personal commitment to the Christian faith, and the information which you supply in this section will be taken into account during the selection process. You will be required to uphold the Christian ethos of YMCA Exeter and its values in your work.



Here for young people  
Here for communities  
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE

## 5. DECLARATION OF CRIMINAL BACKGROUND INFORMATION

The Rehabilitation of Offenders Act 1974 sets out to help people who have been convicted of a criminal offence and have not been convicted again within a specified period. This period is known as a rehabilitation period. Once a rehabilitation period has expired and no further offending has taken place, a conviction is considered to be 'spent'. Once a conviction is spent, the convicted person does not have to reveal it or admit its existence in most circumstances.

The Rehabilitation of Offenders Act 1974 (Exceptions Order) gives some exemptions from the Act, whereby details of 'spent' convictions must be declared. One of these exemptions is working with children, young people (i.e. under 18 years of age) and/or vulnerable adults. When recruiting people to work in such positions of trust an employer is entitled to ask for details of all convictions, spent and unspent.

## 6. DISCLOSURE AND BARRING SERVICE CHECK

The post for which you are applying will bring you into direct contact with children, young people and/or vulnerable adults.

During our recruitment procedure we take steps to assess an applicant's suitability for such a position of trust. It is important that you understand the nature of the checks that we will make, and when we will make them.

If after the interview you are made a conditional offer of employment, you will be required to co-operate with YMCA Exeter in completing an application for a higher-level disclosure statement from the Disclosure and Barring Service. This disclosure service offers organisations a means to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for the post. Disclosure statements are provided by the Disclosure and Barring Service, an executive agency of the Home Office.

Higher level disclosure statements provide details of a person's criminal record including convictions, cautions, reprimands and warnings; they also contain details from lists held by Government departments of those considered unsuitable for his type of work.

## 7. FURTHER INFORMATION

More information about the work of YMCA Exeter can be found on our website ([www.ymcaexeter.org.uk](http://www.ymcaexeter.org.uk)). If you do have any further questions about the role or the application process before you apply, please contact us via (01392) 410530 or email [hr@ymcaexeter.org.uk](mailto:hr@ymcaexeter.org.uk).

## 8. CLOSING DATE FOR APPLICATIONS

All applications should be returned no later than **9am on 17th July 2026**



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Here for communities  
Here for you

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## WHY WE DO WHAT WE DO

As a local YMCA, we fully support the Vision of the YMCA Federation, which is “of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive.”

As an inclusive Christian charity, YMCA Exeter is:

**Christian:** We are inspired by the example of Jesus Christ, and motivated by our shared experience of God’s love and his transforming work in our own lives

**Inclusive:** We believe that every person is hugely valuable, so ensure our services are welcoming to all wherever possible. We are grateful for the partnership and help of people and organisations who support what we do regardless of whether they share our faith motivation.

### Our Vision and Mission

**Our Vision:** is to see communities transformed into places characterised by love, joy, peace and hope where all young people can become everything they were created to be.

**Our Mission:** is to demonstrate Christ’s love through practical service that empowers young people and their communities to flourish.

### Our Values

The way we act at YMCA Exeter is characterised by five strong and distinctive values that flow from our Christian ethos:

**We seek out:** We actively look for opportunities to make a transformative impact on young lives in the communities where we work, and believe that every person is of equal value.

**We welcome:** We offer people the space they need to feel secure, respected, heard and valued; and we always protect, trust, hope and persevere.

**We inspire:** We strive to inspire each person we meet to nurture their body, mind and spirit, and to realise their full potential in all they do.

**We speak out:** We stand up for young people, speak out on issues that affect their lives, and help them to find confidence in their own voice.

**We serve others:** We are committed to the wellbeing of the communities we serve and believe in the positive benefit of participation, locally and in the wider world.

### Our Principles

At YMCA Exeter, we seek to model our lives and work on Christ’s life and his words, “Love the Lord your God with all your heart, and love your neighbour as yourself.” This means the following principles characterise all we do:

**Faith:** We believe God deeply cares about us, our work and those we serve, so we trust him and prayerfully seek his help in all we do.

**Courage:** We will do all we can in God’s strength, challenging injustice and overcoming obstacles to bring positive change in the communities we serve.

**Excellence:** We will seek to provide the best possible service in every aspect of our work.

**Service:** We want the way we treat our clients and the way we behave towards each other to be characterised by an attitude of compassion and service.

**Integrity:** We are committed to truthfulness, honesty, transparency and accountability in everything we do.

# WE'RE HIRING:

YMCA  
EXETER

## RENT OFFICER (MATERNITY COVER)






Bringing accuracy, care and organisation to our housing finances

### ABOUT THE ROLE






This role supports the collection and reconciliation of housing-related income at YMCA Exeter, helping to ensure residents meet their rent responsibilities and that housing benefit claims are managed effectively. You'll work closely with the Support and Finance teams, providing accurate records and practical assistance to residents navigating rent and arrears.

This is a fixed-term maternity cover contract, commencing from the successful candidate's start date (up to 12-months long).





### KEY RESPONSIBILITIES

-  Liaise with external agencies to resolve housing benefit issues
-  Work closely with the Finance team to produce invoices as required
-  Support residents and housing staff with rent payments, housing benefit claims and arrears
-  Maintain accurate paper and digital records
-  Assist with reducing debts and reclaiming former tenant arrears

### WHAT YOU'LL RECEIVE IN THIS ROLE

-  The opportunity to work in a supportive team
-  Part-time, 30 hours per week.
-  £26,227.80 per annum, pro rata.
-  Health Cash Plan Scheme.
-  Opportunities for professional development and training.

### WHAT WE'RE LOOKING FOR

-  Strong numeracy skills with a high level of accuracy in maintaining up-to-date rent accounts and resolving discrepancies
-  Confident with Microsoft Office and IT systems
-  Strong communication skills
-  Reliable, trustworthy and able to work to tight deadlines

**APPLY TODAY AT [WWW.YMCAEXETER.ORG.UK/JOBS](http://WWW.YMCAEXETER.ORG.UK/JOBS)**

Email: [HR@ymcaexeter.org.uk](mailto:HR@ymcaexeter.org.uk) (no CVs please)

Closing Date: 9:00am on 17<sup>th</sup> July 2026

## Job Description Rent Officer

(Revised: June 2026)

- 1. EMPLOYER:** CITY OF EXETER YMCA HOUSING ASSOCIATION  
39/41 St David's Hill  
Exeter EX4 4DA  
Tel. 01392 410530
- 2. JOB TITLE:** Rent Officer
- 3. RESPONSIBLE TO:** Rent Coordinator
- 4. JOB PURPOSE:** To assist with the collection and reconciliation of Housing-related income of YMCA Exeter Housing Association, including communicating with residents about rent responsibilities and assisting with any issues related to their rents, including Housing Benefit. To assist in aspects of the day-to-day financial management of YMCA Exeter Housing Association.
- As a member of the YMCA Exeter team, you will share the responsibility of representing the Christian ethos and mission of YMCA Exeter and carry out all your duties in a way that is consistent with the YMCA Exeter ethos statement by the delivery of a high quality and compassionate service.

### 5. ORGANISATIONAL CONTEXT

YMCA Exeter consists of three registered charities, all companies registered by guarantee.

- City of Exeter YMCA Housing Association
- YMCA Exeter Community Projects
- YMCA Centres (South Molton)

These three organisations are legally charities yet operate in close partnership. All three charities are led by the same Leadership Team, and share Core Services, Fundraising and Resources.

In all that YMCA Exeter does, we seek to serve our service users, partner agencies and the general public in a way that practically demonstrates our clear Christian ethos, as set out in our Ethos Statement. As a team, we are committed to daily prayer and to seeking God's wisdom in the various situations we face.

These corporate acts of Christian worship are vital aspects of our team life and central to the work of the organisation. Staff members are expected to demonstrate the Christian ethos of YMCA Exeter in their lives, work, and interaction with one another, clients, other agencies and the general public.

Whilst this role does not carry a Genuine Occupation Requirement (GOR) for the postholder to be a practising Christian; the postholder will uphold and be fully respectful of the Christian Ethos of the organisation.

## 6. MAIN RESPONSIBILITIES

### a) To assist with the collection and reconciliation of Housing-related income to YMCA Exeter. The main duties of this function will be:

- Check and input rent and amounts charged received in bank accounts or cash payments into the rent system.
- Provide up-to-date information to Housing Support staff on residents' rent accounts such as arrears, payments and payment histories.
- Where required, assist Housing Support staff in managing the support given to residents around rent payments, housing benefit claims and warnings with regards to arrears.
- Liaising with external agencies to resolve resident housing benefit issues.
- Work closely with the Finance team to produce invoices for damages or other items that require payment.
- Prepare and assist the Finance team with regular rent income reconciliation between the rent system and the accounting system.
- Manage Debt Management systems to reduce Bad Debts by following up closely on current and former residents' arrears.
- Investigating large residents' prepaid balances and initiating the refund process upon the instructions of the Housing Manager.

### b) To keep accurate records, both paper and digital, and to work with relevant IT systems and databases in relation to housing rent management, support services and finance.

### c) To assist in raising the profile of the work of YMCA Exeter in the locality.

### d) To comply at all times with YMCA Exeter policies and procedures and regulatory and legislative requirements.

### e) To carry out any other duties within your capability, as delegated by your line manager.

## 7. RELATIONSHIPS

The post holder has the following key relationships within the organisation:

**Rent Coordinator:** The post holder reports directly to the Rent Coordinator.

**Finance Manager:** The Finance Manager oversees the team in which this post holder is based and, in this regard, would direct and support the post holder in this role where required.

**Finance Team:** The post holder will work closely with the Finance Team relating to finance matters.

**Housing Manager:** This post holder will liaise regularly with the Housing Manager to ensure accurate information about rent is given to residents and staff.

**Housing Support Team:** The post holder provides rent management support to the Housing Support staff across all the Housing stages.

***I confirm that I have been given a copy of this Job Description and accept responsibility for the duties described herein.***

Signed: .....

Date: .....

## Person Specification for the Post of Rent Officer

(Revised: June 2026)

### 1. PERSONAL QUALITIES

#### Essential:

- Fully supportive of and committed to working in accordance with the Christian Ethos of YMCA Exeter
- Self-motivated, self-disciplined and able to act on own initiative
- Committed to high professional standards
- Reliable, trustworthy and able to maintain confidentiality
- Excellent attention to detail and also able to see the bigger picture
- Mature outlook and sound judgement
- Effective team player
- Ability to perform duties to tight deadlines
- Conscientious and flexible

### 2. SKILLS, KNOWLEDGE AND EXPERIENCE

#### Essential:

- Grade 6 or above (or equivalent) in GCSE Maths
- Good numeracy and literacy skills
- Good verbal and written communication skills
- Good interpersonal skills
- Good organisational skills
- IT Literate with competence in using Microsoft Office Suite software packages. Able to use Microsoft Windows operating System to organise and access files and documents, and with reasonable typing speed.

#### Desirable

- Knowledge of the benefits system
- Ability to identify welfare benefit policy trends and translate these into plain, easily understood language for support staff and tenants
- Rent Management experience

### 3. VALUES AND OTHER REQUIREMENTS

**Essential:**

- Willing and able to undertake appropriate training to strengthen the skills and knowledge necessary for the effective carrying out of duties
- Ability to demonstrate compassion and respect in all interactions
- The job necessitates the ability to access multiple floors of multiple builds, which have no lifts

## Privacy Notice – Job Applicants

This document explains how YMCA Exeter collects and uses your personal data. This will include your rights relating to the information we collect about you, how we keep your personal information safe, the types of information we collect and use and the legal basis we rely on to use your information.

We are a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for.

### Data protection principles

We will comply with data protection law and principles, which means that your data will be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

### What is personal data?

Personal data is any information about you, and from which you could be identified. We maintain information about you in paper and electronic form, which is kept within the following departments; Human Resources, Accounts and IT.

### What information about you do we collect?

In connection with your application to work with us, we will collect, store, and use the following categories of personal information about you:

Category of Personal Data	Specific Personal Data
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**Data**

Basic personal information and contact details	Name, address, date of birth, nationality, gender, work restrictions and marital status, telephone number and email addresses.
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Recruitment records	Application form, covering letter, employment history, skills/qualifications, professional membership information, Interview notes, Interview assessment/test results, right to work signed identity documentation, Work permit details, employment references received, employment references sent.
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Personnel records	medical condition/disability information, reasonable adjustment, criminal records/DBS data
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### **How is your information collected?**

We will collect this information in a variety of ways. Data will be collected from you through application forms; obtained from your passport or other identity documents such as your driving licence and through interviews and assessments.

We will also collect this information from:

- Disclosure and Barring Service in respect of criminal convictions.
- Your named referees, from whom we collect your employment history and, in the case of a personal reference, opinions about your suitability for the role.

### **Why do we need to collect and use your personal information?**

Whilst at this stage no contractual agreement exists between us and you, you have asked us to process your personal data with a view to entering into a contract with us. There is therefore a contractual need and, in some cases a legitimate interest, in processing candidate's personal data during the recruitment process which is to assess and confirm a candidate's suitability for employment, decide to whom to offer a job and manage the recruitment process.

It may also be necessary to process data from job applicants to comply with legal or regulatory requirements. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

### **How do we use particularly sensitive personal information?**

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities). We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.

### **Information about Criminal Convictions**

For some roles, we are obliged to seek information about criminal convictions and offences. Where we seek this information, we do so because it is necessary for us to carry out our obligations and exercise specific rights in relation to employment.

### **Data Retention - How long will we use your information for?**

We will retain your personal information for a period of 12 months after we have communicated to you our decision about whether to appoint you. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will contact you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

### **Your rights as a Data Subject**

As a data subject, you have a number of rights. You can:

1. Access and obtain a copy of your data on request.

2. Require us to change incorrect or incomplete data we hold about you.
3. Require us to delete or stop processing your data where there is no good reason for us to continue to process it.
4. Object to the processing of your data where we are relying on a legitimate interest as the legal ground for processing.
5. Ask the organisation to stop processing data for a period if data is inaccurate or you want us to establish the reason for processing it.
6. Request the transfer of your personal information to another party.

If you would like to exercise any of these rights, please contact Gareth Sorsby or Si Johns on [office@ymcaexeter.org.uk](mailto:office@ymcaexeter.org.uk)

### **Who will have access to your information?**

Your information may be shared internally for the purposes of the recruitment exercise. This includes being shared with HR, the recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

### **Who will we share your information with?**

The company will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. We will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **Data Security - How do we protect your 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.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **What if you do not provide any personal data?**

You are under no statutory or contractual obligation to provide data to the company during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

## **Responsibility for Data Protection**

The Company has appointed Si Johns and Gareth Sorsby as the Nominated Persons being responsible for data protection. They can be contacted at [ceos@ymcaexeter.org.uk](mailto:ceos@ymcaexeter.org.uk). If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

## **Further Information**

If you have any questions about this privacy notice or how we handle your personal information, please contact the nominated persons responsible for data protection.