



GOVANHILL HOUSING ASSOCIATION

HOUSING OFFICER (RENTS)

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Housing Officer (Rents).

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website and publications
- The Job Description and Person Specification
- A brief summary of the terms and conditions of the post
- Staff structures

The job Application Form is available as a separate Microsoft Word file which you may complete electronically.

Please note that the closing date for applications is Monday 5th December at 10.00 a.m.

If you require further information regarding the Association or the position advertised, please do not hesitate in contacting Alison Kevan, Head of Corporate Services & HR on 0141 636 3625 or by email:

akevan@govanhillha.org

Thank you.

Alison Kevan
Head of Corporate Services & HR
akevan@govanhillha.org

1. Background

- 1.1 Govanhill Housing Association was formed in 1975 and is a Registered Social Landlord which operates within a Group Structure.
- 1.2 The Association owns 2,800 tenanted units and is factor to 1,500 owners.
- 1.3 The Association has a Management Committee and has four sub committees:
 - Development & Property Services
 - Tenancy Services
 - Finance & General Purposes
 - Audit & Risk
- 1.4 The Association's Wider-Role activities are provided via the Association's wholly owned, non-charitable subsidiary, Govanhill Community Development Trust, which also owns and manages a portfolio of commercial properties.
- 1.5 The Association operates from our offices at Samaritan House, part of the former Royal Samaritan Hospital which was refurbished by the Association in 2006.

2. Staffing

- 2.1 The Association's current staffing structure involves 82 (full time equivalent) staff deployed as follows :
 - Director
 - Senior Management Team –
 - Head of Corporate Services & HR
 - Head of Development and Property Services
 - Head of Finance & ICT
 - Head of Tenancy Services
 - Corporate Services & HR Team
 - Development & Property Services Team
 - Finance & ICT Team
 - Tenancy Services Team

 - Govanhill Community Development Trust



Govanhill Community Development Trust was established in 1991. It is a company limited by shares with all shares held by its parent, Govanhill Housing Association. The Trust has two main purposes:

1. To provide social, economic and environmental benefits for the Govanhill community

The Trust acts as the community regeneration, development and support arm for Govanhill Housing Association. The Trust has a wider role within the community working closely with the Association and delivers a wide range of activities. These include:

- Promoting Govanhill as a place to live, work and do business
- Supporting the development of local people's employability
- Promoting and supporting local volunteering
- Supporting local people to develop their language and literacy skills
- Family supports, including access to wider services and raising awareness of rights and entitlements
- Supporting social enterprise development
- Improving the local environment
- Community gardening and growing
- Community empowerment and engagement
- Promoting community cohesion and integration

2. The letting and management of a significant portfolio of workspaces

The Trust has progressively expanded its role in providing workspace and office accommodation. In doing so, the Trust has supported local economic development. We have a range of tenants including private businesses, community organisations, social enterprises, entrepreneurs and others. This role has protected a number of local buildings and provides an income that can be used to support the Trust's wider purposes.



HOUSING OFFICER (RENTS)

EVH GRADE 7 (Spinal points PA22-25)
£35,022 – £38,456 p.a.

Govanhill Housing Association provides a comprehensive range of services focused on the needs of tenants and owner occupiers in the Govanhill and Merrylee communities. We carry out acquisition and improvement of tenemental stock as well as delivering a new build programme. We work closely with our subsidiary company, Govanhill Community Development Trust, whose community development and regeneration services complement our own role as a social landlord.

Govanhill Housing Association is seeking to appoint an experienced individual to join our team as a Housing Officer. We have a successful team of high performers and our arrears management performance is in a great position.

As Housing Officer you will manage a patch of cases to ensure rent is paid on time and tenants receive the advice and assistance they need. The primary purpose of this role is to keep arrears to a minimum and within our targets; ultimately keeping people in their homes.

You will work closely with colleagues in our Welfare Rights and Housing Management team. The postholder must be enthusiastic, flexible and proactive in their approach to tasks.

If you share our commitment to providing excellent services to our customers in Govanhill and Merrylee and would enjoy working within this diverse community, you can find further information in the Application Pack which can be obtained from **our website:** www.govanhillha.org or contact:



GOVANHILL HOUSING ASSOCIATION, Samaritan House, 79 Coplaw Street, Glasgow G42 7JG

Telephone: 0141- 636 3626 Email: recruitment@govanhillha.org

Closing date: Monday 5th December 2022 at 10 a.m.

Interview Date: Tuesday 13th December 2022



EVH conditions of service will apply.

Govanhill Housing Association is committed to Equality of Opportunities and welcomes applications from all sections of the community.

Job Description

Job Title Housing Officer (Rents)

Section Tenancy Services

Grade Grade 7

Date Reviewed November 2022

1. Main Objectives of Post

- 1.1 Deliver excellent and innovative services to customers
- 1.2 Specific focus on management of a 'patch' for all aspects of rent collection and arrears management. Work jointly with others to support tenancy sustainment. As required, support and deliver services across the Tenancy Services Team.
- 1.3 Support the review, development and implementation of policies and procedures.
- 1.4 Deliver key performance indicators for the patch and contribute to the delivery of overall team KPIs
- 1.5 Ensure adherence to all statutory and regulatory requirements.

2. Accountability

- 2.1 Directly responsible to the Senior Housing Officer on a day-to-day basis and thereafter via the Tenancy Services Manager to the Head of Tenancy Services.

3. Service Delivery

- 3.1 Ensure the efficient delivery of services within the Tenancy Services Team and co-ordinate the day-to-day delivery with other Tenancy Services colleagues.
- 3.2 Maintain productive working relationships with other departments and external agencies to provide excellent advice to tenants.
- 3.3 Maximise use of the Association's IT systems ensuring excellent record keeping and management of the patch/caseload in line with policy and procedures

- 3.4 Be receptive to change and innovation to improve efficiency and service delivery and contribute to ensuring these are consistently applied to maximise potential for continuous improvement.
- 3.5 Undertake regular reviews with the Senior Housing Officer in relation to global and patch KPI targets to ensure consistent approach and examine areas for improvement.

4. Administration & Reporting

- 4.1 Ensure accurate records are kept enabling court action where necessary. Implementing court action with the Association's Solicitor, including attendance at court. In addition, ensure accurate reporting and recording of information in all IT systems to aid the provision of a joined-up approach in our delivery of services as well as keeping colleagues up to date with all relevant information
- 4.2 Ensure records are kept in accordance with confidentiality and GDPR (General Data Protection Regulation) requirements.
- 4.3 Participate in audits of processes within the team to ensure all teams are working to the same processes and equitable treatment of customers is assured.

5. House Lettings (assistance as required)

- 5.1 Ensure efficient and effective allocations processes and letting of void properties and other tenancy changes in line with policy and procedures and within agreed timescales.
- 5.2 Ensure offers of housing are made in-line with the Allocations Policy.
- 5.3 Ensure the provision of accurate advice to housing list applicants and participate in the regular review of the housing list.

6. Tenancy & Estate Management (assistance as required)

- 6.1 Identify estate management issues and solutions and in conjunction with other colleagues and relevant contractors ensure matters are resolved.
- 6.2 Identify and implement solutions for more complex ASB cases working with other colleagues and external agencies to achieve a resolution.
- 6.3 Implement tenancy enforcement action when all other avenues have been exhausted and tenancy breaches continue.
- 6.4 Complete settling-in visits to provide information to new tenants on their responsibilities under the tenancy agreement. Ensure these are completed within agreed timescales.

- 6.5 Attend a regular programme of joint estate management walkabouts (inspections) incorporating tenant volunteers / RTO reps / HUB reps / maintenance colleagues to promote effective joined up working, document agreed actions with a view to maintaining and improving the general environment.

7. Rent & Arrears Management

- 7.1 Deliver effective rent collection and arrears management services.
- 7.2 Ensure tenants are informed of rent arrears at an early stage and that action is taken to reduce arrears as they arise, and that the management of arrears cases evidence full compliance with all aspects of pre action requirements.
- 7.3 Ensure Notices of Proceedings are delivered in conjunction with the arrears and rent policy and procedure.
- 7.4 Maintain accurate records for reports on notices served and subsequent actions.
- 7.5 Ensure accurate records are kept enabling court action where necessary and implementing this action with the Association's Solicitor, including attendance at court and the visit of tenants in arrears.
- 7.6 Ensure productive working relationships with our Financial Well-being Team and external agencies to provide the best advice to tenants e.g., benefit entitlement, sign posting to debt and money advice services, homelessness services and health support agencies.
- 7.7 Support the Financial Well-being team to deliver benefit campaigns, e.g., Cash for Kids.
- 7.8 Identify, assist, or directly refer tenants to additional sources of rent payments, e.g., DHP, government support grants/loans.
- 7.9 Give advice and support to customers on any existing or new support arrangements that will assist tenancy sustainment and general customer wellbeing (e.g., smart technology, adaptations, wider action, employability, fuel poverty, etc.)

8. Rent Accounting

- 8.1 Ensure rents are set in accordance with the rent policy for all tenants and sharing owners on an annual basis.
- 8.2 Ensure the timeous re-registration of fair rents.
- 8.3 Contribute to the annual rent and service charges review.
- 8.4 Ensure all rents are being charged appropriately and that increases are notified and processed timeously.

- 8.5 Ensure annual rent increase letters for leased properties are issued timeously.
- 8.6 Ensure rechargeable repairs are managed and payment is collected as per debt collection processes.
- 8.7 Manage Former Tenancy arrears (including both rent and rechargeable repairs)
- 8.9 Ensure council tax discounts are applied for mainstream void properties.

9. Tenancy Sustainment

- 9.1 Ensure tenant and prospective tenant support needs are identified, via routine contacts, programmed visits, partner referrals including statutory Section 5 homeless referrals and direct housing applications.
- 9.2 Liaise with support agencies where customer needs are identified. Work in partnership with agencies to assist customer to access support services. Monitor and review agreed levels of support to ensure delivery as specified within care/support packages.
- 9.3 Ensure that Notice of Proceedings are only used as a matter of last recourse where all feasible attempts to engage and resolve tenancy breaches have been exhausted.

10. Information & Confidentiality

- 10.1 Ensure all relevant enquiries are dealt with and responses noted in relevant file for example enquiries from Councillors, MPs, MSPs, Govanhill Law Centre.
- 10.1 Ensure that any relevant information requests for information are met within timescales and appropriate information shared.
- 10.2 Ensure compliance with Complaints Policy, General Data Protection Regulations, Environmental Information Regulations and Freedom of Information legislation.
- 10.3 Respond to any Stage 1 requests within timescales.
- 10.4 Ensure that any information requests for Tenancy Services are met within timescales and appropriate information shared.
- 10.5 With the Senior Housing Officer if required, agree, and implement any learning points from complaints.
- 10.7 Maintain confidentiality at all times.

11. Audit

- 11.1 Support any internal and external audits, meeting with auditors, responding to queries.

12. Equal Opportunities

- 12.1 Ensure activities in relation to tenancy management fully comply with Equal Opportunities legislation and best practice.
- 12.2 Support reporting by timeously providing Equalities information as required.
- 12.2 Promote and engage in a culture in the organisation that embraces equality, diversity and inclusion.

13. Other Duties

- 13.1 Work with Factoring, Development & Maintenance Sections to deliver a full service to tenants assisting colleagues with relevant information and contact with tenants and owners as required.
- 13.2 Support the planning and delivery of tenancy service wide initiatives e.g., Cash for Kids, festive event, or Tenants Conference.
- 13.3 Assist the Senior Housing Officer to provide information to service the Sub-Committee in relation to Tenancy Services.
- 13.4 Attend meetings including those out with normal office hours as required.
- 13.5 Any other duties as are required by the Association, commensurate with the nature and grade of the post.

Person Specification

Job Title	Housing Officer (Rents)
Section	Tenancy Services
Grade	Grade 7
Date Reviewed	November 2022

1.	Education/Qualifications	Essential	Desirable
1.1	Educated to at least Higher Level in English & Maths or with suitable equivalent experience and/or suitable further education qualification	*	
1.2	Chartered Institute of Housing qualification, relevant other professional qualification or equivalent experience		*

2.	Skills, Knowledge and Experience	Essential	Desirable
2.1	Excellent interpersonal and communication skills (written, verbal and leadership skills)	*	
2.2	Experience of working in a customer care environment with a proven track record in the effective management of challenging customers	*	
2.3	Previous experience as Housing Officer or Rents Officer or equivalent in an RSL or similar environment		*
2.4	Previous experience of arrears management and a proven track record in reducing rent arrears	*	
2.5	Experience in effective monitoring of performance against agreed targets in rent collection/arrears management	*	
2.6	Ability to produce and analyse performance monitoring information in relation to rent arrears (current & former), collection of rechargeable repairs at both patch and global levels	*	
2.7	Competent in the use of housing software to maximise efficiencies in working practices.	*	
2.8	Experienced in the use of Open Housing		*
2.9	Experienced in the use of Rent Sense (Mobyssoft)		*
2.10	Knowledge of legislation and management in relation to the delivery of rent collection and debt management services in line with the Scottish Social Housing Charter and Scottish Housing Regulator requirements	*	

2.	Skills, Knowledge and Experience	Essential	Desirable
2.11	Excellent time management and organisational skills	*	
2.12	Understanding of and commitment to information request legislation and complaints guidance and to the provision of high-quality advice and information to requesters		*
2.13	Understanding of and commitment to equal opportunities legislation and experience of working in a diverse community	*	
2.14	Experience of dealing with a variety of tenancy changes which can occur over the lifetime of a tenancy in line with Housing law	*	
2.15	Experience in dealing with cases that result in court action	*	
2.16	Experienced in attending court, collating and presenting evidence in court for rent arrears action or similar		*
2.17	Ability to speak a relevant community language		*

3.	Personal Characteristics	Essential	Desirable
3.1	An effective team member who can cope with changing circumstances and demands	*	
3.2	Flexible approach including the ability to work out-with normal office working hours if required	*	
3.3	Problem solver, identifying solutions and ideas for improved ways of working	*	
3.4	Ability to always maintain confidentiality	*	



RECRUITMENT OF HOUSING OFFICER (RENTS)

SUMMARY OF PRINCIPAL TERMS AND CONDITIONS OF EMPLOYMENT

Govanhill Housing Association is a member of 'Employers in Voluntary Housing' (EVH) and the terms and conditions for this job largely follow the EVH terms. A summary of the principal areas are as follows:

Salary Scale

The current EVH salary scale for this job is Grade 7 (Spinal Points PA22-25 £38,456 p.a.)

Hours of work

This post is for 35 hours per week. A flexible working system is in operation.

Holiday Leave

25 working days holiday leave and 15 days general and public holidays is available.

Pension Scheme

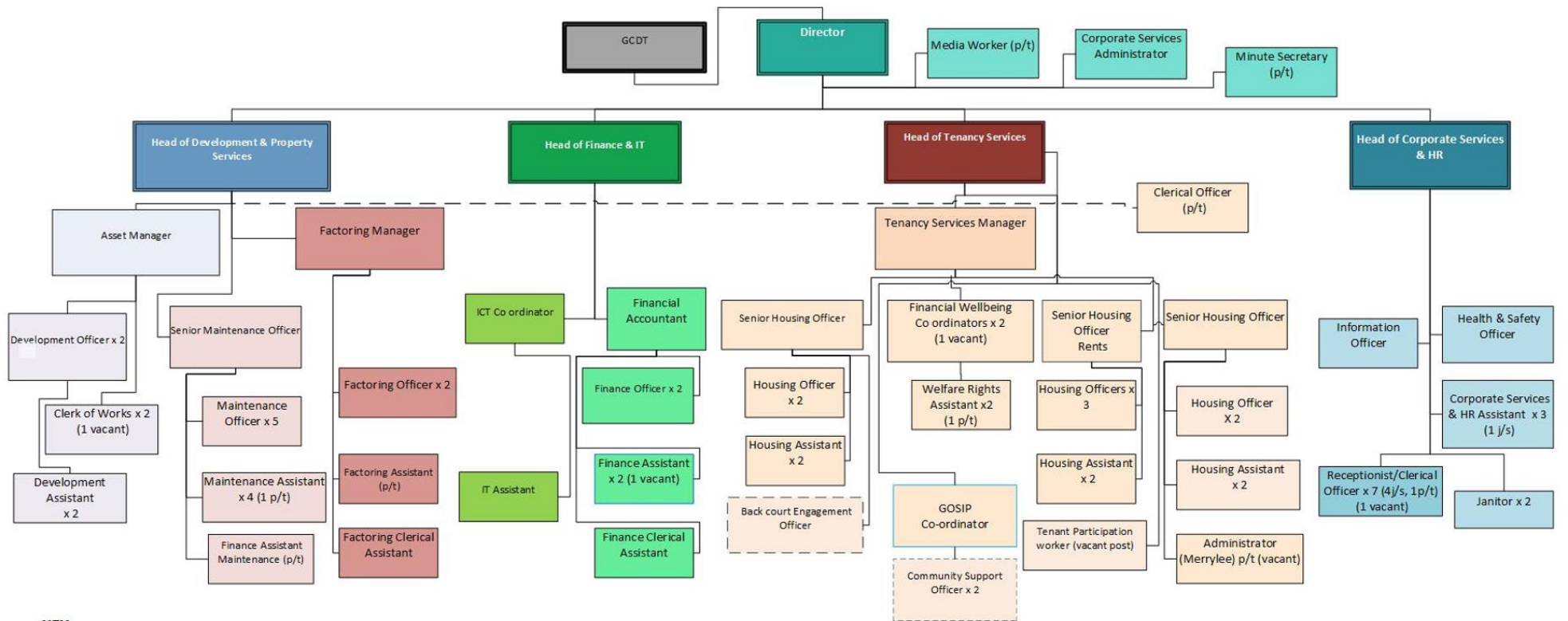
The Association is a member of the Scottish Housing Associations' Defined Contribution Pension Scheme which you have the option of joining 3 months after your start date.

Notice Period

One month by either party.

This summary is for general guidance of applicants and will not form part of the contract of employment. Any offer of employment will be subject to the receipt of satisfactory references.

GOVANHILL HOUSING ASSOCIATION STAFF STRUCTURE



KEY

[Denotes fixed term or temp contract]