Thank you for your interest in our vacant position of Financial Wellbeing Officer.

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 Tuesday 15th August at 10 a.m.

If you require further information regarding the Association or the position advertised, please do not hesitate in contacting Avril Stewart, Tenancy Services Manager on 0141 636 3655 or by email:

astewart@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.
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.

<table>
<thead>
<tr>
<th>FINANCIAL WELLBEING OFFICER</th>
<th>EVH GRADE 7 (Spinal points PA22-25)</th>
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<tbody>
<tr>
<td></td>
<td>(£36,860 – £40,475 per annum)</td>
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We are seeking to appoint an experienced individual to join our team as a Financial Wellbeing Officer. We have a successful team of dedicated staff who genuinely care about making a difference to people's lives.

As Financial Wellbeing Officer you will deliver advice in relation to all welfare rights matters across our community.

You will work closely with colleagues in our Rent and Housing Management teams.

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](http://www.govanhillha.org) or contact:

**GOVANHILL HOUSING ASSOCIATION, 79 Coplaw Street, Glasgow G42 7JG**

**Telephone:** 0141-636 3626  **Email:** [recruitment@govanhillha.org](mailto:recruitment@govanhillha.org)

**Closing Date:** Tuesday 15th August at 10am  
**Interview Date:** Thursday 25th August

**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: Financial Wellbeing Officer
Section: Tenancy Services Team
Grade: 7
Date Reviewed: April 2023

1. Main Objectives of Post

1.1 To provide a high quality, comprehensive Welfare Rights Service to all our tenants and factored owners.

1.2 To work as part of a multi-disciplinary team to support residents of Govanhill Housing Association in relation to maximising income, welfare/benefits entitlement, energy use and financial management and literacy.

1.3 Manage and co-ordinate workload whilst always placing excellent customer service front and centre.

1.4 Work closely with colleagues in the Rent Team to ensure customers that need assistance receive this in a timely manner.

1.5 To contribute to the review, development and implementation of policies and procedures to enhance service delivery.

1.6 Work together with colleagues in the Financial Wellbeing Team and other GHHA teams in the delivery of customer focused services which are delivered consistently to achieve innovative and excellent service delivery.

1.7 Support the delivery of key performance indicators for the Financial Wellbeing Team and rent team.

1.8 Ensure adherence to all statutory and regulatory requirements.

2. Accountability

2.1 To the Financial Wellbeing Co-Ordinator on a day-to-day basis.
3. Principal Duties and Responsibilities

3.1 To maximise income for tenants.

3.2 To hold surgeries where appropriate and undertake casework on an individual and group basis to facilitate the uptake of benefits.

3.3 In conjunction with other members of the Financial Wellbeing Team to provide a duty cover system Monday – Friday and to provide tenants and factored owners with a welfare benefits drop in service.

3.4 To conduct interviews with clients by telephone, email or face to face in the office, their home or outreach location such as hospital as required.

3.5 To signpost tenants to other specialist sources where appropriate.

3.6 To support the development of appropriate marketing campaigns responsive to the needs of the diverse communities involved and to target groups who might fail to receive appropriate benefits.

3.7 To work closely with staff within the Association to establish appropriate support for tenants. This is especially relevant to our Rents Team.

3.8 To monitor and review client case progress and take appropriate action using IT systems like Capita and Advice Pro.

3.9 To represent clients at tribunals – 1st and 2nd tier as required.

3.10 To work in partnership with key agencies such as the DWP, Social Security Scotland, Job Centre’s and the Local Authority and establish contact with a wide range of local organisations.

3.11 To adhere to, as well as take an active role in, policy and procedural development to ensure a ‘best practice’ approach within the Association.

3.12 To assist in the provision of appropriate training for staff and committee members in relation to changes in Housing Benefit or Social Security legislation and their effect on the Association.

3.13 To assist in the preparation of committee reports and attend meetings as required to present information.

3.14 To attend appropriate training and to undertake other duties as required, commensurate with the nature and grade of the post.
4. Staff Management

4.1 To supervise, motivate and develop self and assistants where required.

4.2 To support the Financial Wellbeing Co-ordinator in ensuring all staff within the section are trained to a high standard to carry out their duties well and to improve performance.

4.3 To encourage a culture within the team that focusses on customer needs and working together as a team.

5. Administration and Reporting

5.1 Ensure all relevant enquiries are dealt with and responses saved using IT systems for example enquiries from Councillors, MPs, MSPs, Govanhill Law Centre.

6. Health & Safety

6.1 Ensure all Health and Safety obligations are met in relation to landlord services.

6.2 Assisting the Senior Maintenance Officer in the development of risk assessments for landlord services and ensure they remain up-to-date.

7. Audit

7.1 Support any internal and external audits, meeting with auditors, responding to queries, providing performance information, commenting on draft audit reports and implementing action plans as required.

8. Equal Opportunities

8.1 To ensure activities within the team comply with Equal Opportunities legislation and best practice.

8.2 To promote a culture in the organisation that embraces equality, diversity and inclusion.
9. **Information & Confidentiality**

9.1 Ensure all related elements of and responses to the Complaints Policy, Subject Access Requests, Environmental Information Requests and Freedom of Information requests are made in line with policy and legal wider requirements.

9.2 Ensuring that any information requests are met within timescales and appropriate information shared.

9.3 Maintain confidentiality at all times and adhere to the Association’s policies and procedures in this area.

9.4 Understanding the legislation surrounding information requests and participating in any required training.

10. **Other Duties**

10.1 To work with other sections and colleagues as and when required to ensure a full service is delivered to customers.

10.2 To support the planning and delivery of tenancy service wide initiatives e.g. cash for kids, festive events or tenants conference.

10.3 Attend meetings or perform work which may be outwith normal working hours as instructed by the Head of Department.

10.4 To carry out any other duties as are required by the Association, commensurate with the nature and grade of the post.
Person Specification

Job Title: Financial Wellbeing Officer
Section: Tenancy Services
Grade: 7
Date Reviewed: April 2023

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<thead>
<tr>
<th>1.</th>
<th>Education/Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>1.1</td>
<td>An appropriate qualification or relevant knowledge and experience.</td>
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<th>2.</th>
<th>Skills, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>2.1</td>
<td>Excellent interpersonal and communication skills (written, verbal and leadership skills)</td>
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<td>2.2</td>
<td>Experience of working in a customer care environment with a proven track record in effective management of challenging customers</td>
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<td>2.3</td>
<td>Substantial experience and a proven track record of providing welfare benefits, energy and financial inclusion advice with an understanding/commitment to working towards Scottish National Standards.</td>
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<td>2.4</td>
<td>Experience and commitment of implementing change and driving through new initiatives/work processes.</td>
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<td>2.5</td>
<td>Ability to interpret and maintain an up to date understanding of current legislation, best practice and procedures relevant to welfare benefits and financial inclusion advice at up to Type 3 of Scottish National Standards.</td>
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<td>2.6</td>
<td>Experience of assisting individuals to maximise their income.</td>
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<td>2.7</td>
<td>Ability to effectively manage a caseload of complex welfare rights cases and to work to imposed deadlines with minimal day to day supervision.</td>
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<td>2.8</td>
<td>Experience in contributing to policy and procedural reviews</td>
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<td></td>
<td>Skills, Knowledge and Experience</td>
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<td>2.9</td>
<td>Ability to maintain accurate, up to date and complete records and to produce appropriate performance monitoring information, reporting to committee as required.</td>
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<td>2.10</td>
<td>Ability to advise, assist and represent claimants up to and including representation at tribunals and appeals.</td>
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<td>2.11</td>
<td>Experience of dealing with fuel poverty, liaising with fuel providers and knowledge of grants available to alleviate hardship</td>
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<td>2.12</td>
<td>Experience of liaising with external organisations and agencies.</td>
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<tr>
<td>2.13</td>
<td>Experience of providing advice, training and support to other members of staff with the ability to offer advice and consultancy when required.</td>
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<td>2.14</td>
<td>Ability to work on own initiative with the minimum of supervision and as part of a multi-functional team.</td>
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<td>2.15</td>
<td>Excellent I.T. skills including word processing, data bases, e-mail and internet.</td>
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<td>2.16</td>
<td>Ability to effectively manage a considerable workload and to work to imposed deadlines.</td>
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<td>2.17</td>
<td>Ability to work with diverse communities with an understanding the challenges intersectionality can have on them.</td>
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<td>2.18</td>
<td>Excellent organisational and time management skills with the ability to manage day-to day workload with minimal supervision.</td>
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<td>2.19</td>
<td>Ability to take ownership of tasks and see them through to completion.</td>
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<td>2.20</td>
<td>Excellent communication negotiating and mediating skills.</td>
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<td>2.21</td>
<td>Excellent presentation skills.</td>
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<td>2.22</td>
<td>Ability to communicate in a community language.</td>
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<td>3.1</td>
<td>An effective team member who can cope with changing circumstances and demands.</td>
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<td>3.2</td>
<td>Flexible approach including the ability to work out-with normal office working hours if required.</td>
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<td>3.</td>
<td>Personal Characteristics</td>
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<td>3.3</td>
<td>Problem solver, identifying solutions and ideas for improved ways of working.</td>
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<td>3.4</td>
<td>Positive influencer. mentoring colleagues to maximise their potential and work effectively with other GhHA colleagues.</td>
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<td>3.5</td>
<td>Appreciation of Health &amp; Safety issues, including covid-safety and lone working</td>
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<td>3.6</td>
<td>Ability to maintain confidentiality at all times</td>
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RECRUITMENT OF FINANCIAL WELLBEING OFFICER

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) - £36,860 – £40,475 p.a.

Hours of work
This post is for 35 hours per week, worked on a Monday - Friday. 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.
STAFF STRUCTURE

Head of Finance & IT
- ICT Co-ordinator
- Financial Accountant
- Finance Officer x 2, 1 vacant post (p/f)
- Finance Assistant
- Finance Clerical Assistant

Head of Development & Property Services
- Head of Development Officer
- Development Officer x 2
- Clerk of Works x 2, 1 vacant
- Maintenance Officer x 5
- Maintenance Assistant x 3
- Development Assistant x 2

Clerical Officer (p/f)
- Factoring Manager
- Asset Manager

Head of Tenancy Services
- Tenancy Services Manager
- Financial Welfare Officer (vacant)
- Tenant Participation Assistant
- Welfare Rights Assistant x 1, 1/3 and 1 p/f
- Housing Officer x 4
- Housing Assistant x 4 (1/3 and 1 p/f)
- Housing Officers x 3
- Renting Officer

Head of Corporate Services & Unit
- Corporate Services Officer
- Information Officer
- Health & Safety Officer

KEY
- Denotes fixed term or temp contract

Director
- GCEO
- Corporate Services Administrator
- Minute Secretary (p/f)
- Media Worker (p/f)