GOVANHILL HOUSING ASSOCIATION

HOUSING ASSISTANT

CANDIDATE INFORMATION PACK
Thank you for your interest in our vacant position of Housing Assistant.

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.
HOUSING ASSISTANT
(35 HOURS PER WEEK)

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.

We are looking for an engaging, innovative and hard-working Housing Assistant to join our Tenancy Services Team and help us deliver an excellent service to our tenants and other customers.

The duties of this post are many and varied but will involve working closely with a Housing Officer to ensure the smooth running of a patch.

You will assist with the day-to-day delivery of the full range of housing management services to our tenants (excluding arrears management).

Candidates must be numerate and proficient with Microsoft Office applications, have excellent verbal and written communication skills and an ability to relate well to members of the public, colleagues and contractors.

You must be committed to the delivery of excellent customer service and have strong organisational and time management skills.

Previous experience of working in an office environment, is preferred but not essential, as is knowledge of the social rented sector and previous experience of using housing software.

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: Tuesday 15th August at 10 am
Interview Date: Friday 25th August

E VH 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 Assistant

Section: Tenancy Services

Grade: 5/6

Date Reviewed: July 2023

1. Main Objectives of Post

1.1 To assist in the delivery of high performing, efficient and effective tenancy services

1.2 To support the Housing Officer in a range of housing management activities including:
   - House Letting
   - Tenancy and Estate Management
   - Administration of Tenancy Agreements including sign-up’s

1.3 To administer the Association’s Housing Waiting List and process applications for housing

1.4 To deliver excellent customer service and promote resident engagement

2. Accountability

2.1 To the Senior Housing Officer on a day to day basis and as part of the Tenancy Services department to the Tenancy Services Manager.

3. Positively contribute to the delivery of a high performing, reactive housing management service

3.1 Support the Housing Officer to deliver the range of services provided to all residents in the patch.
3.2 Contribute to and also be receptive to new ideas to improve efficiency and service and support these being consistently applied to ensure maximise potential for continuous improvement.

3.3 Contribute to the delivery of targets and objectives within the Association’s Business Plan.

3.4 Support the collation of information for the Regulator’s ARC Return and other reports as required.

4. **Ensure effective communication and advice**

4.1 Clearly communicate with colleagues to ensure excellent service delivery.

4.2 Ensure all interactions with our customers are conducted to the highest possible standards and that all service requests are delivered on time.

4.3 Provide prospective tenants with a full range of information including property, likely availability, and all application support.

4.4 Respond to customer contact and enquiries, delivering on all customer commitments and resolve customer issues and complaints.

4.5 Communicate with other partners and agencies as required in relation to the key functions of Housing Management, reporting any problems to the Senior Housing Officer/Housing Officer.

4.6 Ensure the Association’s I.T. system contains up to date information in relation to all aspects of the management of the patch.

5. **Administration of the Association’s Housing List**

5.1 Contribute to the effective management of the Association’s housing list by:

- pointing applications in accordance with the Association’s policy
- processing applications
- conducting home visits
- dealing with enquiries including correspondence and processing of changes in circumstances.

5.2 Contribute to the effective operation of the Association’s allocations system in line with the policy and procedures, and reporting any issues to the Senior Housing Officer.

5.3 Liaise with other agencies regarding associated matters as appropriate, and highlighting any issues to the Senior Housing Officer.

5.4 Ensure appropriate visits are carried out in relation to the waiting list, and allocations and that associated information is present and correct.
5.5 Provide information to tenants regarding the Association’s transfer policy and the housing list.

5.6 Deal with suspensions in line with our policy and procedure.

6. **House Letting**

6.1 Support the house letting process (including mutual exchanges & changes to tenancy) in line with the Association’s policies and procedures and ensure vacant properties are allocated timeously with minimal void loss.

6.2 Liaise with other agencies to implement nomination agreements.

6.3 Consider referrals from Glasgow City Council’s homelessness services within the terms of the Association’s policy and Homelessness Protocol.

6.4 Ensure the provision of accurate advice to waiting list applicants and support the regular review of the waiting list.

7. **Tenancy and Estate Management**

7.1 Contribute to developing systems, policies and procedures to provide an efficient, effective and responsive service.

7.2 Ensure tenants are aware of their tenancy obligations in relation to estate management and anti-social behaviour and that breaches are dealt with appropriately.

7.3 Monitor the general environment in the patch escalating issues to the relevant colleague, agency or Council Service.

7.4 Carry out house visits as necessary to deal with estate management problems and work with the Housing Officer and Backcourt Engagement worker to ensure standards of close and stair maintenance are adhered to.

7.5 Carry out settling-in visits to provide information to new tenants on their responsibilities under the tenancy agreement.

7.6 Take pack in a programme to carry out Annual House Visits to every tenant of the Association.

8. **Rent Accounting**

8.1 Assist Tenancy Services Manager and Senior Housing Officer with the work associated with yearly rent consultation.

8.2 Contribute to the review the rent policy and service charges.
8.3 Liaise with necessary department to assist tenants who have rent concerns or arrears.

9. **Termination of Tenancies**

9.1 Ensure tenants are aware of, and adhere to, their responsibilities on termination of tenancies including arrangements regarding return of keys.

9.2 Liaise with the Maintenance and Finance teams and housing benefit/council tax regarding tenancy terminations ensuring appropriate information is made available.

10. **Tenant Participation**

10.1 Promote knowledge and awareness of the tenant participation function through day to day dealings with tenants.

10.2 Assist in providing information to tenant groups and encouraging their activities.

10.3 Assist the Senior Housing Officer/Housing Officer in consulting tenants on review of key policies in accordance with the associations Tenant Participation Strategy.

10.4 Support the Senior Housing Officer/Housing Officer by attending meetings with tenants’ groups as required.

11. **Health & Safety**

11.1 Ensure all Health & Safety obligations are met in relation to landlord and tenancy services.

12. **Audit**

12.1 Support any relevant internal and external audits, meeting with auditors, responding to queries, providing performance information and implementing action plans as required.

13. **Equal Opportunities**

13.1 Ensure activities in relation to the delivery of tenancy services comply with Equal Opportunities legislation and best practice.
14. **Information & Confidentiality**

14.1 Ensuring all tenancy service 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.

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

15. **General**

15.1 Participate in the review, implementation and integration of any new technology.

15.2 Attendance at events which will promote the work of the Association.

15.3 Provide cover both within the team and at reception as directed by senior staff to ensure continuity of service delivery.

15.4 Any other duties as are required by the Association, commensurate with the nature and grade of the post.
Person Specification

Job Title       Housing Assistant
Section        Housing Services
Grade          5/6
Date Reviewed  July 2023

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<th>1.</th>
<th>Education/Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>1.1</td>
<td>Educated to at least National 5 or equivalent level</td>
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<td>1.2</td>
<td>Chartered Institute of Housing qualification or relevant other professional qualification or equivalent.</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 and verbal).</td>
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<td>2.2</td>
<td>Experience of working in a customer care environment with a proven track record in dealing with the public face to face and on the telephone</td>
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<td>2.3</td>
<td>Committed to the delivery of excellent customer services</td>
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<td>2.4</td>
<td>Ability to liaise effectively with other staff and to offer advice and support when required.</td>
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<td>2.5</td>
<td>Strong organisational and time management skills with the ability to manage day-to-day workload with minimal supervision.</td>
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<td>2.6</td>
<td>An effective team player who is capable of coping with changing circumstances and demands.</td>
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<td>2.7</td>
<td>Ability to effectively manage a considerable workload and to work to imposed deadlines.</td>
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## Skills, Knowledge and Experience

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<tr>
<td>2.8</td>
<td>Competent in the use of computerised systems</td>
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<td>2.9</td>
<td>Proficient in the use of Microsoft Excel</td>
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<td>2.10</td>
<td>Experience of using CAPITA Housing Software</td>
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<td>2.11</td>
<td>Knowledge of current legislation and regulatory framework relating to Housing Associations.</td>
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<td>2.12</td>
<td>Experience of working in a Housing Association, other housing provider or similar.</td>
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<td>2.13</td>
<td>Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community.</td>
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<td>2.14</td>
<td>An understanding of the requirements of information processes such as dealing with complaints and EIR and FOI requests</td>
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## Personal Characteristics

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<td>3.1</td>
<td>Flexible approach to work.</td>
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<td>3.2</td>
<td>Ability to speak a community language</td>
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<td>3.3</td>
<td>Appreciation of Health &amp; Safety issues, including covid-safety and lone working</td>
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<td>3.4</td>
<td>Ability to maintain confidentiality at all times.</td>
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RECRUITMENT OF HOUSING ASSISTANT

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 5/6 (Spinal Points PA13-20) - £27,440-£34,456 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.*