



GOVANHILL HOUSING ASSOCIATION

HOUSING OFFICER

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Housing 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 Thursday 28th May at 10.00 a.m.

If you require further information regarding the Association or the position advertised, please do not hesitate in contacting me on 0141 636 3626 or by email:

mwilliamson@govanhillha.org

Thank you.

Alison Kevan
Director 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:
 - Audit & Risk
 - Development & Property Services
 - Finance & General Purposes
 - Tenancy Services
- 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 72 (full time equivalent) staff deployed as follows :
 - Director
 - Senior Management Team –
 - Director of Corporate Services & HR
 - Director of Development and Property Services
 - Director of Finance & ICT
 - Director 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.

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.

HOUSING OFFICER

EVH GRADE 7 - Spinal points 22 - 25
£42,707 - £46,895 p.a.

We are seeking to recruit an additional experienced Housing Officer to join our well established Tenancy Services team which covers all areas of housing management. The successful candidate will deliver a wide range of those tenancy services.

The post will particularly cover a variety of tenancy services duties including tenancy allocations and effective void management, dealing with anti-social behaviour and tenancy and estate management.

We are looking for someone who is flexible, enthusiastic, and brings a positive, can-do and solution-focused attitude. You will be comfortable working both on your own and as part of a team, able to cope well in a fast-paced environment and committed to delivering excellent customer service. You will also have proven experience in tenancy management within an RSL or similar organisation, and enjoy working with the public

As the Govanhill area has a diverse community, the ability to speak a community language is desirable.

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 St, Glasgow G42 7JG

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

Closing date: Thursday 28th May at 10 am

Interview Date: Tuesday 9th June 2026



If a disabled applicant meets the minimum criteria for the role they may be given the opportunity to demonstrate their skills, talent and abilities at interview. There may be occasions however where it is not practicable or appropriate to interview all applicants who meet the minimum criteria for the job. In certain recruitment situations, such as high number of applications for a role, we may wish to limit the overall numbers of interviews offered to both disabled people and non-disabled people. We will do this through scoring against both the essential and desirable criteria which are noted in the person specification for the role

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
Section	Tenancy Services
Grade	7
Date Reviewed	November 2022

1. Main Objectives of Post

- 1.1 To provide customer focused, efficient and effective housing management services to our customers.
- 1.2 To lead on the below housing management activities:-
 - Allocations/Lettings/New Tenancies
 - Administration of Tenancy Agreements
 - Anti-Social Behaviour
 - Estate Management
 - The management of rent arrears
- 1.3 To administer the Association's Housing Waiting List, work with other staff to process applications for housing and allocate properties to prospective tenants.

2. Accountability

- 2.1 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 ensure 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 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 and appropriately recorded.
- 4.3 Provide prospective tenants with a full range of information including property, likely availability, rent levels, benefit calculation and all application support.
- 4.4 Respond to customer contact and enquiries, delivery 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.

- 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.
- 4.7 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.
- 4.8 Ensure records are kept in accordance with confidentiality and GDPR (General Data Protection Regulation) requirements.
- 4.9 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 Letting

- 5.1 Deliver the house letting process in line with the Association's letting plan, policies and procedures and ensure vacant properties are allocated in conjunction with the Housing Assistant and Maintenance Team working to agreed targets to minimize rent loss.
- 5.2 Consider referrals from Glasgow City Council's homelessness services within the terms of the Association's policy and Homelessness Protocol.
- 5.3 Ensure the provision of accurate advice to waiting list applicants and support the regular review of the waiting list.
- 5.4 Liaise with other agencies to implement nomination agreements.

6. Tenancy & Estate Management

- 6.1 Contribute to the developing systems, policies and procedures to provide an efficient, effective and responsive service.

- 6.2 Ensure tenants are aware of their tenancy obligations in relation to estate management and anti-social behaviour and that breaches are dealt with appropriately.
- 6.3 Monitor the general environment in the patch escalating issues to the relevant colleague, agency or Council Service.
- 6.4 Carry out house visits as necessary to deal with estate management problems and work with the Housing Assistant to ensure standards of close and stair maintenance are observed.
- 6.5 Provide support and assistance to new tenants to ensure that those tenancies have the best chance of succeeding.
- 6.6 In conjunction with the Housing Assistant, conduct settling-in visits to provide information to new tenants on their responsibilities under the tenancy agreement and to identify and deal with any potential issues at an early stage.
- 6.7 Provide support to any tenant whose tenancy is at risk of failing due to vulnerability, short-term crises, health issues or any other factor.
- 6.8 Identify tenants with additional support needs so that advice and support can be given in relation to any existing or new support arrangements that will assist tenancy sustainment and general customer wellbeing (e.g. smart technology, adaptation, wider action, employability, fuel poverty etc.)

7. Rent Arrears (assistance as required)

- 7.1 Contribute to effective rent and debt collection in the patch.
- 7.2 Contribute to developing systems, policies and procedures to provide a responsive service in relation to the prevention and recovery of rent arrears.
- 7.3 Ensure access to the Association's Welfare Rights Service when required.

- 7.4 Develop productive working relationships with external agencies to provide adequate advice to tenants, e.g. money advice, Housing Benefit, Department of Work & Pensions, homelessness services and health support agencies.
- 7.5 Ensure tenants are informed of rent arrears at an early stage and that action is taken to reduce arrears as they arise.
- 7.6 Prepare Notice of Proceedings ensuring they are delivered in conjunction with the arrears and rent policy procedure.
- 7.7 Ensure accurate records are kept to enable court action where necessary and implementing this action with the Association's Solicitor, including attendance at court and visiting tenants in arrears.

8. Termination of Tenancies

- 8.1 Ensure tenants are aware of, and adhere to, their responsibilities on termination of tenancies including arrangements regarding return of keys.
- 8.2 Liaise with the Maintenance and Finance teams and housing benefit/council tax regarding tenancy terminations ensuring appropriate information is made available.

9. Tenant Participation

- 9.1 Promote knowledge and awareness of the tenant participation function through day-to-day dealings with tenants.
- 9.2 Assist in providing information to tenant groups and encouraging their activities.
- 9.3 Assist the Senior Housing Officer and Tenant Participation staff in consulting tenants on review of key policies in accordance with the Association's Tenants Participation Strategy.
- 9.4 Attend meetings with tenants' groups as required.

10. Tenancy Sustainment

- 10.1 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.
- 10.2 Liaise with support agencies where customer needs are identified. Work in partnership with agencies to assist customers to access support services. Monitor and review agreed levels of support to ensure delivery as specified within care/support packages.
- 10.3 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.

11. Health & Safety

- 11.1 Ensure all Health & Safety obligations are met in relation to the post and wider department obligations.
- 11.2 To report any Health & Safety issues immediately to the relevant member of staff.

12. Audit

- 12.1 To support any relevant internal and external audits, meeting with auditors, responding to queries, commenting on draft audit reports, providing performance information and implementing action plans as required.

13. Equal Opportunities

- 13.1 Ensure activities in relation to tenancy management fully comply with Equal Opportunities legislation and best practice.

- 13.2 Support reporting by timeously providing Equalities information as required.
- 13.3 Promote and engage in a culture in the organisation that embraces equality, diversity and inclusion.

14. Information & Confidentiality

- 14.1 Ensure all relevant enquiries are dealt with and responses noted in relevant file for example enquiries from Councillors, MPs, MSPs, Govanhill Law Centre.
- 14.2 Ensure that any relevant information requests for Tenancy Services are met within timescales and appropriate information shared.
- 14.3 Ensure all Department 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.
- 14.4 Response to any Stage 1 requests within timescales.
- 14.5 With the Senior Housing Officer, if required, agree and implement any learning points from complaints.
- 14.6 To maintain confidentiality at all times and adhere to the Association's policies and procedures in this area.

15. Other Duties

- 15.1 Work with Factoring, Development and Maintenance Sections to deliver a full service to tenants, assisting colleagues with relevant information and contact with tenants and owners as required.
- 15.2 Support the planning and delivery of tenancy service wide initiatives e.g. Cash for Kids, festive event or Tenants Conference.

- 15.3 Assist the Senior Housing Officer to provide information to service the Sub-Committee in relation to Tenancy Services.
- 15.4 To attend meetings including those outwith normal office hours as required.
- 15.5 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	Housing Officer
Section	Tenancy Services
Grade	7
Date Reviewed	November 2022

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

2.	Skills, Knowledge and Experience	Essential	Desirable
2.1	Excellent interpersonal and communication skills (written and verbal)	*	
2.2	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	*	
2.3	Previous experience as a Housing Officer or equivalent in an RSL or similar environment		*
2.4	Previous experience of allocations and tenancy management issues like mutual exchanges, assignments and successions	*	
2.5	Experience in effective monitoring of performance against targets in ASB matters	*	
2.6	Ability to produce and analyse performance monitoring information	*	
2.7	Experienced in the use of Open Housing		*

2.	Skills, Knowledge and Experience	Essential	Desirable
2.8	Understanding the abandonment procedures	*	
2.9	Strong organisational and time management skills with the ability to manage day-to-day workload under minimal supervision	*	
2.10	Experience of organizing/supporting delivery of tenant participation and consultation activities		*
2.11	An effective team player who is capable of coping with changing circumstances and demands	*	
2.12	Ability to effectively manage a considerable workload to work to imposed deadlines	*	
2.13	Understanding of and commitment to information request legislation and complaints guidance and to the provision of high-quality advice and information to requesters	*	
2.14	Understanding of welfare reform and its impact on tenants and RSLs		*
2.15	Sound knowledge of current legislation and the regulatory framework relating to Housing Associations	*	
2.16	Awareness of broader housing policy issues and the key issues affecting social housing within Scotland		*
2.17	Experience and a proven track record of housing management processes, practices and innovations, together with an appreciation of their inter-relationship with Maintenance, Factoring and Development functions	*	
2.18	Ability to speak a community language, particularly Czech, Slovak, Romanian or Romani		*

3.	Personal Characteristics	Essential	Desirable
3.1	Flexible approach including the ability to work outwith normal office working hours if required	*	
3.2	Problem solver, identifying solutions and ideas for improved ways of working	*	
3.3	Ability to maintain confidentiality at all times	*	

RECRUITMENT OF HOUSING 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 22-25) - £42,707 - £46,895 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 (pro-rata) 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.