



GOVANHILL HOUSING ASSOCIATION

HOUSING ASSISTANT (RENTS)

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Rents 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 Wednesday 30<sup>th</sup> September 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](mailto:mwilliamson@govanhillha.org)

Thank you.

Morag Williamson  
Corporate Services & HR Officer

## **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 80 (full time equivalent) staff deployed as follows :
  - Director
  - Senior Management Team –
    - Director of People & Corporate Services
    - 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.

## RENT ASSISTANT

**EVH GRADE 6 – SPINAL POINTS 17 - 20**  
**£36,517 - £39,921**

We are looking for a full-time Rent Assistant to join our Tenancy Services team.

At Govanhill Housing Association, we pride ourselves on being more than just a landlord. We are committed to providing high-quality services, supporting our tenants and making a positive difference in our community.

As a Rent Assistant, you will play an important role in the effective day-to-day management of our rent accounts. You will work closely with tenants & colleagues, providing advice and support on rent payments, arrears and tenancy-related matters.

### Our values

Our values guide everything we do:

- Effective & efficient
- Inclusive & supportive
- Bold & innovative
- Transparent & accountable
- Trustworthy & fair

We are looking for someone who shares these values and is committed to putting them into practice every day.

### **ABOUT YOU**

- You will have excellent communication and customer service skills, with the ability to build positive relationships with tenants & colleagues.
- You will be organised, proactive and able to manage a busy workload while responding positively to changing demands. You will be a strong team player who is also confident working independently and taking responsibility for your work.
- You will have knowledge & experience of tenancy management, including rent arrears, debt recovery and income collection. You will understand the importance of early intervention, providing appropriate support to tenants and taking a fair but firm approach to rent management.

If you are passionate about delivering excellent customer service, enjoy working with people and want to make a positive difference to tenants' lives, we would love to hear from you.

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, Samaritan House, 79 Coplaw St, Glasgow G42 7JG**

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

**Closing date: Wednesday 30th September at 10 a.m.**

**Interview Date: Wednesday 14th October 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

|                      |                           |
|----------------------|---------------------------|
| <b>Job Title</b>     | Housing Assistant (Rents) |
| <b>Section</b>       | Tenancy Services          |
| <b>Grade</b>         | 6                         |
| <b>Date Reviewed</b> | September 2026            |

### 1. Main Objectives of Post

- 1.1 To assist in the delivery of high performing, efficient and effective rent collection and income maximisation.
- 1.2 To support the Rent Officers in rent collection and arrears management including preparing cases for legal action
- 1.3 To monitor and action arrears cases up to the value of three months' rent charge
- 1.4 To monitor and action Former Tenant Arrears
- 1.5 To monitor and action Tenant Recharges
- 1.6 To assist with the Annual Rent consultation & 3 yearly reviews of Registered Rents (Fair Rents)
- 1.7 To deliver excellent customer service and promote resident engagement.

### 2. Accountability

- 2.1 To the Senior Officer on a day-to-day basis and thereafter via the Tenancy Services Manager to the Director of Tenancy Services.

### 3. Positively contribute to the delivery of a high performing, income maximisation service

- 3.1 Use knowledge of rent collection, arrears management and income maximisation processes to identify opportunities for service improvement and contribute practical ideas for new and more effective ways of working.

- 3.2 Actively contribute to, and be receptive to, new ideas that improve efficiency, strengthen service delivery and support consistent working practices, helping to maximise opportunities for continuous improvement.
- 3.3 Contribute to the delivery of targets and objectives within the Association's Business Plan.

#### **4. Ensure effective communication & advice**

- 4.1 Clearly communicate with colleagues and customers 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, current and former tenants with a full range of information in relation to the payment of rent, financial wellbeing and tenancy sustainment services provided by the Association and effective signposting to external agencies in relation to debit advice
- 4.4 Provide information to households threatened with homelessness to ensure full delivery on "Ask & Act" duties
- 4.5 Respond to customer contact and enquiries, delivery on all customer commitments and resolve customer issues and complaints.
- 4.6 Communicate with other partners and agencies as required in relation to the key functions of Rent Management, reporting any problems to the Senior Housing Officer/Housing Officer.
- 4.7 Ensure the Association's I.T. system contains up-to-date information in relation to all aspects of rent collections and arrears management.

#### **5. Effective management of rent accounts , rent collections and arrears management.**

- 5.1 Contribute to the effective management of the collection of rental income by:-
  - Adhering to timescales and actions for the management of rent arrears
  - Working closely with colleagues in FWT and our current and former tenants to maximise income
  - Conducting home visits
  - Dealing with enquiries including correspondence from external agencies eg DWP, elected officials, third sector agencies and HSCP
- 5.2 Complete pre-action requirements ensuring all requirements have been met and that evidence is on file to support court action if required.

- 5.3 Prepare notices of proceedings for recovery of possession
- 5.4 Attend court as required providing evidence based information to permit decisions to be taken appropriately
- 5.5 Ensure that all Rent Registration paperwork is completed and submitted 3 months in advance of the due date for registering a new rent.
- 5.6 Assist with all supported project rent increases
- 5.6 Gather and prepare all supporting documentation for credit refunds and pass to Senior Officer for approval.
- 5.7 Have ownership of all former tenant cases from termination notice up to tracing and write-off. Including assisting with committee reporting seeking approval for write off.
- 5.8 Carry out daily contact with tenants to discuss non-payment of rent. Including house visits.
- 5.9 Check, update and maintain information required for Housing Benefit and Universal Credit purposes, ensuring this is completed accurately and within required timescales. Assist with rent verifications on UC portal
- 5.10 Set up and amend Direct Debits
- 5.11 Lead on the production and issue of quarterly rent statements to tenants
- 5.12 Attend evening events as required as part of the rent consultation process.

## **6. Tenancy & Estate Management**

- 6.1 Ensure tenants are aware of their tenancy obligations
- 6.2 When out in the patch monitor the general environment in the patch escalating issues to the relevant colleagues, agency or Council Service.
- 6.3 Take payments for rechargeable repairs and set payment plan if necessary
- 6.4 Carry out settling-in visits to provide information to new tenants on their responsibilities under the tenancy agreement.
- 6.5 Carry out house visits with other colleagues to provide a seamless joined up service
- 6.6 Take part in a programme to carry out Biennial Home Visits to every tenant of the Association.

## **7. Termination of Tenancies**

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

## **8. Health & Safety**

- 8.1 Ensure all Health & Safety obligations are met in relation to the post and wider department obligations.
- 8.2 Report any Health & Safety issues immediately to the relevant member of staff.

## **9. Audit**

- 9.1 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.

## **10. Equal Opportunities**

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

## **11. Information & Confidentiality**

- 11.1 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.
- 11.2 To maintain confidentiality at all times and adhere to the Association's policies and procedures in this area.

## 12. Other Duties

- 12.1 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.
- 12.2 Support the planning and delivery of tenancy service wide initiatives e.g. Cash for Kids, resident/community event, Tenants Conference.
- 12.3 Provide cover within the team and at reception as required
- 12.4 Participate in the review, implementation and integration of any new technology.
- 12.5 To attend meetings including those outwith normal office hours as required.
- 12.6 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 Assistant (Rents)

**Section** Tenancy Services

**Grade** 6

**Date Reviewed** September 2026

| 1.  | Education/Qualifications                                                                                | Essential | Desirable |
|-----|---------------------------------------------------------------------------------------------------------|-----------|-----------|
| 1.1 | Educated to at least National 5 or equivalent level in English and Maths                                | *         |           |
| 1.2 | Chartered Institute of Housing qualification or relevant other professional qualification or equivalent |           | *         |

| 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  | Committed to the delivery of excellent customer services                                                                                                                            | *         |           |
| 2.4  | Ability to liaise effectively with other staff and to offer advice and support when required                                                                                        | *         |           |
| 2.5  | Strong organisational and time management skills with the ability to manage day-to-day workload with minimal supervision                                                            | *         |           |
| 2.6  | An effective team player who is capable of coping with changing circumstances and demands                                                                                           | *         |           |
| 2.7  | Ability to effectively manage a considerable workload to work to imposed deadlines                                                                                                  | *         |           |
| 2.8  | Competent in the use of computerised systems                                                                                                                                        | *         |           |
| 2.9  | Proficient in the use of Microsoft Excel                                                                                                                                            |           | *         |
| 2.10 | Experience of using a Housing Management Software system                                                                                                                            |           | *         |
| 2.11 | Knowledge of good practice, current legislation and regulatory framework relating to the management of all tenancy debt eg Current and Former Tenancy Debt and Rechargeable Repairs | *         |           |
| 2.12 | Experience of delivering a supportive debt collection, arrears management service .                                                                                                 | *         |           |

| <b>2.</b> | <b>Skills, Knowledge and Experience</b>                                                                                      | <b>Essential</b> | <b>Desirable</b> |
|-----------|------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| 2.13      | Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community. | *                |                  |
| 2.14      | An understanding of the requirements of information processes such as dealing with complaints and EIR and FOI requests       |                  | *                |

| <b>3.</b> | <b>Personal Characteristics</b>                                                          | <b>Essential</b> | <b>Desirable</b> |
|-----------|------------------------------------------------------------------------------------------|------------------|------------------|
| 3.1       | Flexible approach to work including the ability to work outwith office hours if required | *                |                  |
| 3.2       | Ability to speak a community language                                                    |                  | *                |
| 3.3       | Appreciation of Health & Safety issues, including lone working                           | *                |                  |
| 3.4       | Ability to maintain confidentiality at all times                                         | *                |                  |



## **RECRUITMENT OF HOUSING ASSISTANT (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 6 (Spinal Points 17-20) - £36,517-£39,921 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.

#### **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.***