



GOVANHILL HOUSING ASSOCIATION

TENANCY SUSTAINMENT & SUPPORT ASSISTANT

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Tenancy Sustainment & Support 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 3rd June 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.

TENANCY SUSTAINMENT & SUPPORT ASSISTANT

EVH GRADE 6- Spinal points 17 - 20
£36,517 - £39,921 p.a.

We are looking for a compassionate and motivated Tenancy Sustainment & Support Assistant to join our Tenancy Services team.

This is a new and exciting role within the organisation.

This is a rewarding opportunity to support vulnerable tenants facing a range of challenges, including financial hardship, mental health issues and social isolation, helping them to maintain their homes and build independent, sustainable tenancies.

Working closely with our Tenancy Sustainment Officer and Housing Officers, you will take a hands-on role in assessing tenant needs, delivering tailored support plans and liaising with a wide network of partner agencies to ensure a coordinated, person-centred approach.

A key aspect of this role will be working alongside new tenants to ensure they successfully sustain their tenancy and thrive.

If you are a strong communicator with a passion for helping others, excellent organisational skills and a commitment to delivering positive outcomes for tenants and communities, we would love to hear from you. 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: Wednesday 3rd June at 10 a.m.

Interview Date: Friday 12th June



HAPPY TO TRANSLATE



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	Tenancy Sustainment & Support Assistant
Section	Tenancy Services
Grade	6
Date Reviewed	April 2026

1. Main Objectives & Responsibilities of Post

- 1.1 To work closely with the Tenancy Sustainment Officer (TSO) on a diverse caseload of vulnerable tenants, providing appropriate interventions to those facing complex challenges such as mental health crisis, financial difficulties or social isolation, with the aim of preventing homelessness; encouraging independence and sustaining tenancies.
- 1.2 To process and follow-up referrals as directed by the TSO, for those tenants requiring enhanced housing support by providing advice, guidance, and assistance in a range of areas, such as, breach of tenancy, addressing the underlying causes of debt issues, or identifying physical and mental health problems, including poor property conditions, which may all have an impact on the tenancy.
- 1.3 To work in conjunction with the TSO to holistically assess tenants' circumstances by conducting interviews, visits to tenants' homes and completing a needs led assessment and risk assessment; creating a personalised agreed action plan with the tenant to address any identified issues that may impact tenancy sustainability. Maintaining accurate records of all interventions and monitoring the progress of each tenant against agreed milestones.
- 1.4 To support the TSO in establishing and maintaining effective partnerships with external agencies to work collaboratively and bridge the gaps in service delivery by mapping local resources to provide a seamless support service to individuals with multiple needs.
- 1.5 To assist with monitoring the outcomes/outputs of care and/or support plans in place for new tenants ensuring that support plans remain in place until the support plans deliver agreed outputs

2. Accountability

- 2.1 Day to day responsibility to the TSO progressing through to the Senior Tenancy Sustainment Officer and thereafter to the Director of Tenancy Services.

3. Service Delivery

- 3.1 Ensure the day-to-day delivery of services within the Tenancy Services Team is efficient, by working in partnership with front-line teams (Estate, Rent, Financial Wellbeing, Property, Development) in addressing tenants needs, to achieve an affective tenant focused service with positive outcomes.
- 3.2 Maintain productive working relationships with other departments and external agencies to provide excellent advice to tenants. Working collaboratively to ensure a co-ordinated approach to tenancy sustainability.
- 3.3 Ensure excellence in record keeping, ensuring all interactions, home visits and phone calls are recorded in real-time and maintained appropriately.
- 3.4 Ensure confidentiality is in line with GDPR and the Association's data protection policies when handling sensitive information.
- 3.5 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.
- 3.6 Make positive contribution to team meetings and one-to-ones, advising service improvements and case note discussions.
- 3.7 Undertake regular reviews within the Tenancy Sustainment Team in relation to global and caseload KPI targets to ensure consistent approach and examine areas for improvement.
- 3.8 Key role in liaising with support agencies to ensure support plans in place to support new tenants are delivered as agreed and where there is a shortfall this is identified and addressed with the support agencies prior to the support ending.

4. Tenancy Sustainment

- 4.1 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.
- 4.2 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, monitor outputs to ensure delivery as specified within care/support packages.
- 4.3 Assist in providing support to any tenant whose tenancy is at risk of failing due to vulnerability, short term crisis, health issues or any other factor, prioritising immediate interventions when required.
- 4.4 Assist and support 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.)

- 4.5 Provide prospective tenants with a full range of information in relation to tenancy support. Produce newsletter articles promoting the service and celebrating positive outcomes
- 4.6 Support positive outcomes so 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.
- 4.7 Support/run campaigns in conjunction with other teams e.g. Financial Wellbeing Team to strengthen tenancy sustainment.

5. Administration & Reporting

- 5.1 Clearly communicate with colleagues to ensure excellent service delivery.
- 5.2 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.
- 5.3 Support the resolution of Stage 1 customer complaints.
- 5.4 Ensure accurate records are kept enabling court action where necessary. 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.
- 5.5 Participate in audits of processes, ensure policies and procedures are implemented as intended and equitable treatment of customers is assured.
- 5.6 Maintain a database of external agencies which can provide specialist support to tenants.
- 5.7 Provide full admin support to the Tenancy Sustainment Team.
- 5.8 Minute meetings as required.

6. Tenancy & Estate Management

- 6.1 Carry out home visits as necessary to deal with tenancy issues and work with the TSO, Housing Officers/Assistants to ensure breaches of tenancy are resolved.
- 6.2 Assist with a rolling programme of Biennial Home Visits.
- 6.3 Provide support and assistance to new tenants to ensure those tenancies have the best chance of succeeding.

7. Rent collection and management

- 7.1 Promote access to the Association's Welfare Rights Service to reduce financial hardship.
- 7.2 Maintain productive working relationships with external agencies to provide adequate advice to tenants e.g. Money Advice, HSCP, Department of Work & Pensions, Homelessness Services and Health Support agencies.
- 7.3 Work with tenants to provide support advice and assistance with any underlying issues which may be impacting non-payment of rent.

8. Resident Engagement

- 8.1 Promote knowledge and awareness of the Resident Engagement function through day-to-day dealings with tenants.
- 8.2 Assist in providing information to tenant groups and encouraging their activities and identify barriers to participation (such as mobility issues or anxiety) and work with tenants to find inclusive activities that match their abilities.
- 8.3 Assist the team and Resident Engagement staff in consulting tenants on review of key policies in accordance with the association's Resident Engagement Strategy.
- 8.4 Attend meetings with tenants' groups as required.

9. Health & Safety

- 9.1 Ensure all Health and Safety requirements of the role are fulfilled.
- 9.2 Report any health and safety issues immediately to the relevant member of staff.
- 9.3 Lead role in supporting tenants to make self-referrals to Occupational Health.
- 9.4 Liaise directly with Environmental Support Officer and Assistant to support resolution of infestation issues.

10. Audit

- 10.1 Support any internal and external audits providing performance information and implementing action plans as required.

11. Equal Opportunities

- 11.1 Ensure activities in relation to tenancy management fully comply with Equal Opportunities and Human Rights legislation and best practice.
- 11.2 Support reporting by timeously providing Equalities information as required.

- 11.3 Promote and engage in a culture in the organisation that embraces equality, diversity and inclusion.

12. Information & Confidentiality

- 12.1 Ensure all Tenancy Services related elements of 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.
- 12.2 Ensure all relevant enquiries are dealt with and responses noted in relevant file for example enquiries from Councillors, MPs, MSPs, Govanhill Law Centre.
- 12.3 Ensure that any information requests and complaints are responded to within required timescales and appropriate information shared.
- 12.4 Always maintain confidentiality and adhere to the Association's policies and procedures in this area.
- 12.5 Understand the legislation surrounding information requests and participating in any required training.
- 12.6 With the TSO, or Senior TSO if required, agree, and implement any learning points from complaints.
- 12.7 Maintain confidentiality at all times.

13. Other Duties

- 13.1 Stay up to date with evolving housing legislation and policies to ensure compliance and promote best practice in tenancy management.
- 13.2 Support the planning and delivery of tenancy service wide initiatives e.g., Cash for Kids, festive event, or Tenants Conferences.
- 13.3 Assist the Senior Tenancy Sustainment Officer to provide information to service the Sub-Committee in relation to Tenancy Services.
- 13.4 Attend meetings or perform work which may be outwith normal working hours as instructed by the Director of Tenancy Services.
- 13.5 Any other duties as required by the Association, commensurate with the nature and grade of the post.

PERSON SPECIFICATION

Job Title	Tenancy Sustainment & Support Assistant
Section	Tenancy Services
Grade	6
Date Reviewed	April 2026

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 relevant degree and/or Chartered Institute of Housing qualification, relevant other professional qualification or equivalent experience.		*

2.	Skills, Experience and Knowledge	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 of Tenancy Support or equivalent	*	
2.4	Previous experience of Tenancy Support or equivalent in an RSL		*
2.5	Experience and a proven track record of tenancy management processes, practices and innovations, together with an appreciation of their inter-relationship with Maintenance, Factoring and Development functions.	*	
2.6	Experienced in effective monitoring of performance against targets in key tenancy related areas	*	
2.7	Experienced in the analysis and production of performance monitoring information accurately and timeously	*	
2.8	Experienced in the use of Open Housing or Rubbixx		*
2.9	Strong organisational and time management skills with the ability to manage day-to-day workload under minimal supervision.	*	
2.10	Experience of organising/supporting delivery of tenant participation and consultation activities.		*
2.11	Experience in the production of leaflets and newsletter articles		*

2.	Skills, Experience and Knowledge	Essential	Desirable
2.12	An effective team player who is capable of coping with changing circumstances and demands.	*	
2.13	Ability to effectively manage your workload and work to imposed deadlines.	*	
2.14	Understanding of and commitment to information request legislation and complaints guidance and to the provision of high-quality advice and information to requesters	*	
2.15	Understanding of welfare reform and its impact on tenants and RSLs		*
2.16	Knowledge of current legislation and the regulatory framework relating to Housing Associations.		*
2.17	Awareness of broader housing policy issues and the key issues affecting social housing within Scotland.		*
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 working hours if required	*	
3.2	Problem solver, identifying solutions and ideas for improved ways of working	*	
3.3	Appreciation of Health & Safety Issues including lone working	*	
3.4	Ability to always maintain confidentiality	*	



RECRUITMENT OF TENANCY SUSTAINMENT & SUPPORT 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 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 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.