

**Recruitment Pack**

**Housing Officer (Neighbourhood)**

Closing Date:

Friday 5th July 2024 at 12 Noon

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**Welcome from the CEO**

**Dear Applicant,**

Thank you for your interest in working with Southside Housing Association as our Housing Officer (Neighbourhood). This pack will provide you with details of the role and information about the Association to assist you in the application process.

If you have any questions, or would like to discuss the role further, please contact Aileen Radford – [aradford@southside-ha.co.uk](mailto:aradford@southside-ha.co.uk). In addition, our Housing Manager, Jenna Stevenson, is available for an informal confidential discussion. Please arrange this via Aileen Radford.

Should this opportunity be of interest to you, please complete the application form and return to [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk).

Thanks again for your interest and I wish you good luck with your application.

Yours faithfully,

Paul McVey

**Chief Executive Officer**

**Our Vision & Values**

**VISION**

We have a vision to support thriving places and communities.

We want:

* All our homes to be popular, affordable, well-maintained & energy efficient.
  + Our customers to receive excellent services from approachable and knowledgeable staff.
  + To service the needs of all communities equally, and;
  + To work with partners to build popular and inclusive neighbourhoods.

**VALUES**

**Professional**: We will act with integrity, we will be impartial in the advice we give and the actions we take, and we will be reliable and competent in our work.

**Responsive**: We will be focused on both the needs of the individual customer and the community.

**Progressive**: We will seek to empower individuals and communities in our work. We will be proactive in addressing problems and we will tackle inequalities where we find them.



**About us**

At Southside Housing Association (SHA) we care about our community.

SHA is a registered social landlord providing housing and a range of other services across the south side of Glasgow.

We are community controlled which means our decisions are taken by a tenant-controlled Management Committee. We are also a registered Scottish charity (Scottish Charity Number SC036009).

We have operated as a social landlord on the south side of Glasgow for over forty years and currently own and manage approximately 2,250 houses for social rent, provide a factoring service for a further 1,000 owners and through our subsidiary company, Southside Lettings, have a further 250 properties for Mid-Market Rent. We also have an extensive development program to build new homes.

Over the years we have expanded the range of services we provide to include:

* A variety of housing options & support
* Money advice & support
* Community events & activities
* Repairs & maintenance
* Concierge & common area maintenance
* Handyperson, Home & Hospital and Advice & Information (for older and disabled people living in Glasgow)
* Advice & information on repairs and home improvements (for people who live in Glasgow who are aged 65 and over, or have a disability, irrespective of age).

**Summary of Terms**

**Southside Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH Terms.**

**A summary of the principal areas are as follows:**

|  |  |
| --- | --- |
| **Salary** | EVH Grade 7 £39,072 to £42,903 |
| **Salary Payment** | Salary will be paid on 23rd of each month |
| **Contract Status** | Permanent |
| **Hours** | 35 hours per week, Monday to Friday. The office is open to the public Monday to Friday, 9am to 5pm. |
| **Place of work** | Southside Housing Association, Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB. The Association has onsite parking. |
| **Holiday Entitlement** | 25 days per annum and 15 public holidays per annum |
| **Pension** | The Association offers SHAPS Defined Contribution Pension Scheme (Employee contributions 5% and Employer contributions 10%). New staff are auto-enrolled immediately at the above contribution rate. |
| **Notice Period** | 4 weeks |
| **Professional Fees** | One set of professional fees pad per annum |
| **Learning & Development** | We are Investors in Young People accredited and we are committed to investing in our people to ensure that staff members within each department are able to contribute fully to the Associations’ objectives. |
| **Additional Benefits** | The Association has a culture that promotes work/life balance and is supportive of flexible working requests.  Commitment to continued learning and development.  Staff can access Hospital Saturday Fund (at their own cost).  Access to Cycle to Work Scheme. |



**Our Vision**

We have a vision to support thriving places and communities. We want;

* All our homes to be popular, affordable, well-maintained and energy efficient;
* Our customers to receive excellent services from approachable and knowledgeable staff;
* To serve the needs of all communities equally, and;
* To work with partners to build popular and inclusive neighbourhoods.

[To support our vision we are active members of the Scottish Federation of Housing Associations (SFHA),](https://www.sfha.co.uk/) [Glasgow and West of Scotland forum of Housing Association (GWSF)](http://gwsf.org.uk/) and [Employers in Voluntary Housing (EVH).](https://www.evh.org.uk/)

**Our Values**

1. **Professional**

We will act with integrity, we will be impartial in the advice we give and the actions we take, and we will be reliable and competent in our work.

1. **Responsive**

We will be focused on both the needs of the individual customer and the community.

1. **Progressive**

We will seek to empower individuals and communities in our work.

We will be proactive in addressing problems and we will tackle inequalities where we find them.

**Job Role/ Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Job Details | | | |
| **Job Title** | Housing Officer (Neighbourhood) | **Report to:** | Housing Team Manager |
| **Department** | Housing and Communities | **Date Created** | October 2022 |
| **Grade** | EVH Grade 7 | **Last Review Date** | May 2024 |
| **Points** | PA22-PA25 | **Salary** | £39,072 - £42,903 |
| Job Summary | | | |
| The Housing Officer (Neighbourhood) will work closely with the Housing Team Manager to deliver an excellent service to the Association’s social housing tenants and mid-market rent tenants. The aim is to provide our customers with a high standard of service and support, ensuring that rental income is maximised, estates are maintained, and tenant disputes and antisocial behaviour are managed.  The main focus of the Housing & Communities Department is to maintain and improve our communities, whilst ensuring that our customers are satisfied, and that we work within our budgets. We are committed to ensuring that all legislative responsibilities and compliance requirements are adhered to, and we are responsible to our Management Committee for ensuring we provide regular, accurate and specific reports on our activities. As well as this, we contribute to delivering Association-wide strategies and activities, including the delivery of our community activity programme within the communities we serve.  The Housing Officer (Neighbourhood)’s primary role is to deliver professional and effective frontline housing, estates, and property management services to our customers. They will also provide a responsive arrears management service and will support tenants to sustain their tenancies and will make a positive contribution to the communities in which they operate. The Housing Officer will provide specialised and compliance support primarily to the Housing Team Manager. It is expected that the post holder will have or is willing to learn the general knowledge and skills for each area in which the team manages. Overall responsibility of the functions and output of the Housing & Communities Department is provided by the Director of Housing & Communities who reports to the Chief Executive.  The core skills are administration, including a good working knowledge of Microsoft Office packages as well as a working knowledge of using databases and housing management systems. You must be an excellent communicator (written and verbal), which is key to interacting with our customers, contractors, colleagues and other external agencies and have a good working knowledge of housing legislation. Working effectively and efficiently, both within a team setting and on your own and demonstrating an ability to make informed decisions is crucial to this role.  All staff of the Association must understand and implement the values of Southside Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected. | | | |
| Values and Competencies | | | |
| **Southside’s Core Values:**   * Professional – We will act with integrity, we will be impartial in the advice we give and the actions we take and we will be reliable and competent in our work. * Responsive – We will be focused on both the needs of the individual customer and the community. * Progressive – We will seek to empower individuals and communities in our work. We will be proactive in addressing problems and we will tackle inequalities where we find them.   **Core Competency Areas:**   * Communication with staff and external agencies and contractors * Making things happen within your department * Show leadership and inspiration at your level in the organisation.   What does this mean for the postholder:   1. You will demonstrate an awareness and understanding of your role and your place in the team and take responsibility for your actions.      1. You will seek advice and support appropriately from colleagues and line manager. 2. You will be self-motivated, positive and supportive of your colleagues and the Management Committee. 3. You will demonstrate respect, honesty, and professionalism across all areas of your job. 4. You will take responsibility for your development and performance, keeping up to date with new processes and information. 5. You will be able to identify training and learning opportunities. | | | |
| **Job Outputs** | | | |
| **Role Output** | | **Includes the requirement to** | |
| General Duties | | * Assist the Housing Team Manager in the operation of the Neighbourhood Team in their day-to-day role. * Prepare statistical information on housing management tasks, as directed, including assistance with the Annual Return on the Charter. * Assist the Housing Team Manager and Director of Housing & Communities in Policy Development and the preparation of agreed procedures to ensure compliance with Policies. * Ensure that records are made of all appropriate interactions and recording of duties is maintained as required. * Ensure that the Association keeps abreast of legal, policy and good practice developments which may affect service delivery. * Assist in the preparation and presentation of reports to Committee where required * Attend evening meetings when required. * Attend and participate in team and other staff meetings. * Assist with other duties as required by the Income Maximisation Team Manager, Director of Housing & Communities or Chief Executive Officer. * Provide assistance and cover for colleagues and team members where requested by the Housing Team Manager, Director of Housing & Communities, or Chief Executive Officer. | |
| Provide a high standard of front-line customer service and obtain feedback on the effectiveness of the services we provide | | * Ensure that our customers are kept informed and updated on all aspects of our works where required. * Manage the Associations Complaints Handling procedure as per our policy and processes. * Provide assistance on the preparation of information for customers including newsletters, leaflets, website and other social media platforms. * Attend and take part in wider action and corporate projects which promote the works and aims of the Association. * Provide guidance to other teams within the organisation with regards to specialist knowledge in income collection. | |
| Tenancy Management (social) | | * Carry out signing up of new tenants and settling in visits thereafter * Implement Abandonment procedures where necessary * Implement Homelessness and Tenancy Sustainment procedures where necessary * Manage assignations, successions, mutual exchanges, permission to reside, changes to households, joint tenancies, and any other tenancy management issues that arise * Manage and organise decanted tenancies | |
| Rent Arrears Management for Social Housing and Mid-Market Rent | | * Have overall responsibility to manage patch arrears and carry out rent escalation using knowledge, experience and judgment and in accordance with policies, procedures and legislation. * Ensure early intervention in arrears cases. * Agree and monitor reasonable repayment agreements. * Ensure all pre-action requirements are met and maintain excellent record keeping of evidence for court cases. * Identify the requirement for welfare rights or money advice assistance and signpost as required. * Contact customers by phone, in writing and email. * Carry out home visits to customers in arrears. * Apply for managed payment arrangement when required. | |
| Payments and benefits | | * Be able to provide advice and assistance to customers with welfare benefits relating to housing costs. * Calculate benefit payments and tenant shortfall contributions. * Assist tenants with suspended benefits and DHP claims. * Manage all current and former credit accounts and refunds. * Process all rent payments. * Set up arrangements, direct debits and take card payments from customers. Advise on all other payment methods. * Assist with ensuring payment of recharge repairs. | |
| Reporting, administration and budgetary control | | * Monitor monthly arrears position against targets and benchmark. * Prepare quarterly arrears reports including the calculation of technical arrears * Assist others in the collation of information for the Annual Return of the Charter to the Scottish Housing Regulator. * Manage all former arrears accounts in line with our relevant policies * Consult with external agencies to obtain information and problem solve. This will include housing benefit, social work services and DWP. * Process refunds where appropriate * Approve invoices up to permissible authorisation levels on our electronic invoicing system. | |
| Tenant Liaison and Estate Management | | * Carry out duties associated with the Association’s Estate Management Policy including dealing with neighbour disputes, anti-social behaviour complaints, and liaise with other appropriate agencies such as Police, Community Relations Unit and Environmental Health. * Contribute to the Association’s Tenant Participation by attendance at Tenants Meeting and an awareness of good practice in this field, in conjunction with the Housing Team Manager, Director of Housing & Communities, Community Initiatives Manager and other staff and Sections in the Association. * Support Assistant Housing Officers where necessary to carry out Estate Management inspections to all of the Associations properties, including factored stock. * Liaise with Concierge Teams and appropriate external agencies to ensure a high standard of estates services are delivered to our customers | |
| Provide support and cover where necessary for the Allocations Team. This will depend on business requirements. | | * Organise for allocations lists to be drawn from the computer system * Select from the Housing List * Carry out viewings for potential tenants | |
| Mid-Market Rent | | * Carry out sign ups with new mid-market rent tenants * Conduct six-monthly inspections of mid-market rent tenancies where required to support Assistant Housing Officers * Manage mid-market rent tenancies in accordance with legislation relating to Short Assured Tenancies and Private Residential Tenancies * Provide support where necessary for the Allocations Team in letting and viewing properties, including | |

Person Specification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | | | **Method of Assessment** | |
| **Experience, Knowledge and Understanding** | **Essential** | **Desirable** | **Form** | **Interview** |
| Experience of delivering housing management services in a multi-tenure environment | \* |  | \* | \* |
| Experience of working in social housing in either a local authority, housing association or voluntary sector role; entailing all aspects of housing management (e.g. anti-social behaviour, estate management, rent account management etc.) | \* |  | \* |  |
| Experience of allocations within a Social Housing and Mid-Market Rent environment |  | \* | \* | \* |
| Extensive experience of rent arrears collection and tenancy management | \* |  | \* | \* |
| Ability to produce appropriate performance monitoring information and to report to senior staff and the Management Committee as required | \* |  | \* |  |
| Sound knowledge of current legislation relating to Social Housing and Mid-Market Rent. | \* |  | \* |  |
| An understanding of the different legal and regulatory frameworks for different tenures | \* |  | \* | \* |
| Experience of working with a wide range of external partners to provide wider support to customers | \* |  | \* | \* |
| **Qualifications and Training** | **Essential** | **Desirable** | **Form** | **Interview** |
| The post holder should either have, be working towards or be willing to work towards the Post Graduate Diploma in Housing Studies or an equivalent qualification. | \* |  | \* |  |
| Professional membership of the Chartered Institute of Housing, or similar |  | \* | \* |  |
| Educated to Degree level |  | \* | \* |  |
| **Skills and Abilities** | **Essential** | **Desirable** | **Form** | **Interview** |
| Excellent interpersonal and communication skills (written and verbal) | \* |  | \* | \* |
| Competent in the use of computerised systems i.e. Microsoft 365 / Sharepoint / Housing Management system | \* |  | \* | \* |
| Ability to demonstrate an understanding of equalities legislation and experience of working with diverse, vulnerable and marginalised communities. | \* |  |  | \* |
| Track record of providing excellent front-line customer service including dealing with customers in a sensitive manner | \* |  |  | \* |
| Ability to use initiative and use internal and external resources to resolve local issues | \* |  | \* | \* |
| Be able to prioritise work to meet deadlines | \* |  |  | \* |
| A valid driver’s licence and access to a vehicle for business use. | \* |  | \* |  |
| A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas. | \* |  | \* |  |
| **Personal Features/ Qualities** | **Essential** | **Desirable** | **Form** | **Interview** |
| Promoting change and improvements and constantly striving to improve performance. | \* |  |  | \* |
| An effective team player who takes responsibility and is capable of coping with changing circumstances and demands. | \* |  |  | \* |
| Strong organisational and time management skills with the ability to manage day to day workload with minimal supervision | \* |  |  | \* |
| Understanding of, and commitment to, the aims, values and principles of Southside Housing Association | \* |  | \* | \* |

**Key Relationships**

|  |  |
| --- | --- |
| **Who?** | **Why?** |
| Director of Housing & Communities | Head of Department |
| Housing Team Manager | Line Manager |
| Housing Officers, Assistant Housing Officers, Housing Administrators | Team Members |
| Allocations Team | Colleagues |
| Concierge Team | Maintain good working relationships and communication |
| Repairs & Maintenance Depts | Work together with colleagues in providing an effective voids management and estate management service and on aspects of joint service delivery |
| External Agencies (social work, police, Community Relations Unit) | Establish a working relationship to ensure quality service delivery |

**The Selection Process**

Visit our website for more information and to download an application pack via: [**southside-ha.org/vacancies/**](https://southside-ha.org/vacancies/)

If you need assistance downloading the pack please send an email to [**recruitment@southside-ha.co.uk**](mailto:recruitment@southside-ha.co.uk) and a member of staff will get back to at the earliest opportunity.

|  |  |
| --- | --- |
| **Application** | Please complete the application form.  When completed please return to [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk) |
| **Closing Date** | Friday 5th July 2024 at 12 noon. |
| **Interview** | Interviews will be held on 23rd July 2024. |
| **Place of Interview** | 135 Fifty Pitches Road, Cardonald, G51 4EB. |

**Summary of Terms**

Southside Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH terms. A summary of the principal areas are as follows:

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| --- | --- | --- |
| **Salary** | Employers in Voluntary Housing  Grade 7 - £39,072 - £42,903 (pro rata) | |
|  | | |
| **Salary Payment** | Salary is paid on the 23rd of each month. | |
|  | | |
| **Contract Status** | Full Time Permanent | |
|  | | |
| **Hours** | 35 hours per week. The office is open to the public: 9am-5pm Monday to Friday | |
|  | | |
| **Place of Work** | Southside Housing Association, Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB. The Association has onsite parking. | |
|  | | |
| **Holiday Entitlement** | 25 days annual leave and 15 public holidays per annum (pro rata) | |
|  | | |
| **Pension** | The Association offers SHAPS Defined Contribution pension scheme (Employee contributions 5% and Employer contributions 10%). New staff are auto-enrolled immediately at the above contributions. | |
|  | | |
| **GDPR** | | You can view the Association’s Fair Processing Notice on our website –  [www.southside-ha.org/data//SHA\_Fair\_Processing\_Notice\_](https://www.southside-ha.org/data/SHA_Fair_Processing_Notice___Revised_October_2023_2023_11_02_13_21_47_000.pdf) |

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**Contact Us**

recruitment@southside-ha.co.uk

[www.southside-ha.org/working-with-us/](https://www.southside-ha.org/working-with-us/)

0141 422 1112

135 Fifty Pitches Road, Glasgow G51 4EB

