



CUSTOMER SERVICE OFFICER

Recruitment Pack

Govan Housing Association

November 2025

Govan Housing Association
35 McKechnie Street
Govan
Glasgow
G51 3AQ

Email: recruitment@govanha.org.uk
Website: www.govanha.org.uk



Dear Applicant,

Thank you for your interest in the above role.

Govan Housing Association, is an ambitious, community focused Registered Social Landlord. The Association itself possesses a rich history and one of development and innovation. Founded in 1971, the Association was the first community-based housing provider, leading the way for social housing provision in Scotland. After 50 years of operating in the housing sector, the Association now manages approximately 1,638 socially rented properties and over 650 factored properties as well as taking an active role in the regeneration of the area and continuing to improve the quality of life of residents.

This is a really exciting and interesting time for Govan Housing Association as we continue to develop and improve the way we deliver and operate our services. Having already developed the Govan Housing Association Group structure, our ambitions are to continue to grow and strengthen this as we look to take advantage of the opportunities that the local community has to offer.

We are serious about turning our vision into reality and delivering excellent quality affordable homes and services that make a positive impact on people and communities. This focus really signals the future direction of Govan Housing Association, one that is genuine about customer service, which is committed to ensuring that tenants get the best possible deal and the highest quality products and services and importantly, puts our tenants central to everything that we do. Underpinning all of this is ensuring that our Association is strong and viable and able to deliver the innovative and ambitious plans we have.

This pack will provide you with background information in respect of the Association and the role of Property Services Manager. To apply please can you:

- Complete the application form;
- Ensure that you complete the relevant sections of the application form with a supporting statement detailing why you are a good candidate for this position and how you fulfil the person specification;
- Ensure that you have provided the names and contact details of two referees, stating in what capacity each person is known to you;
- Please advise us if you cannot attend the interview dates or if you require any special arrangements made for you to attend an interview.

Applications can only be considered if all the documentation is completed.

Once complete, please send your application, preferably by email, to recruitment@govanha.org.uk or by post to:

Corporate Services Department
Govan Housing Association
35 McKechnie Street
Govan
Glasgow
G51 3AQ

The deadline for applications is **9am on Friday 5 December 2025**. Should you be shortlisted, **interviews will be held on Friday 12 December 2025**.

If you have any questions, or would like to discuss the role further, please contact, Corporate Services on 0141 440 0308.

It really is a great time to join Govan Housing Association and help shape the future success of the organisation. If you want to make a difference; if you have energy and ideas; if you believe in customer service like we do and the role that Associations like ours can play and you thrive on change and challenge, then Govan Housing Association is the place for you.

Finally, thank you once again for your interest in Govan Housing Association and we look forward to receiving your application and wish you every success throughout the recruitment process.

Caron Quinn

Caron Quinn
Group Chief Executive Officer

GOVAN HOUSING ASSOCIATION			
JOB DESCRIPTION			
Job Title:	Customer Service Officer	Grade:	EVH Grade 7
Reporting To:	Customer Service Manager	Salary:	PA22-PA25
Dept./Location:	Customer Service Team	Date:	August 2021

Purpose of Job

Working as part of the Customer Service Team will deliver a high quality Customer management service to residents across our housing stock. You will be responsible for the full range of housing management activities.

The Customer Service Housing Officer will often be the first point of contact for members of the public or Association tenants with a housing enquiry. You will have a comprehensive and up to date knowledge of social housing and use this knowledge effectively to deliver high quality, flexible and supportive customer lead management and tenancy support services which are forward thinking and which build on our success.

Key areas include:

- Customer Focused Service;
- Rent and Income Management;
- Tenancy Management;
- Tenant and Estate Management;
- Allocation and Void Management;
- Lease Management;
- Community Engagement;
- Neighbourhood Planning;
- Tenancy Sustainment;
- Anti-Social and Behavioural Management.

Objectives:

- To provide excellent customer services and maximum value.
- To be proactive in our interactions with our customers to shape and improve our services which will anticipate needs and expectations.
- To improve our tenancy sustainment and our performance against our KPI's, to ensure we are providing a first class service.
- To continue to adopt an approach to service delivery that is underpinned by cost effectiveness and value for money.
- To embrace innovation and technology to improve our interactions with our tenants to identify their needs and improve our services.

Accountability

Role is part of the Customer Service Team who reports to the Customer Service Manager. You will also have day-to-day line management duties with a designated Customer Service Assistant and Housing & Community Engagement Administrator within the team.

Major Tasks and Job Activities

Customer Service

- To deliver a high quality customer focused service within required timescales.
- To communicate on a daily basis with applicants, tenants, and members of the public by telephone, digitally, email and in person.
- To provide a quality advice service with clear information and advice on a full range of housing issues e.g. homelessness, applying for housing, housing advice, tenancy and estate management issues, anti-social behaviour, rental liability, welfare reform, community engagement, tenancy support and sustainment, shared ownership, repairs, and to record accurately information being provided by our customers.
- To listen well, show empathy, and keep customers informed in all aspects of the community Service.
- To represent the Association at any meetings with customers and ensure effective liaison with other agencies and partners where required.
- To respond to all correspondence within required timescales.
- To deal with our most vulnerable customers with dignity and respect.
- To be professional and courteous to our customers at all times.
- To support and implement communication through our Newsletter and social media.

Housing Management

- To contribute effectively to the Customer Service Team, providing a full housing management and customer service.
- To lead in all day to day responsibilities of the role of Community Service Officer for your community area.
- To undertake duty responsibilities to support the full staff team.
- To supervise the Community Service Assistant staff team ensuring all day to day work is co-ordinated and performance is being carried out to a professional and high standard of work.

- Contribute to annual ARC information in relation to performance that is annually reviewed.

Rent Arrears

- To manage, monitor and control current and former rent arrears in your community area in accordance with the Rent Setting Policy and Procedures.
- To provide an income maximisation service to our customers.
- To advise tenants on entitlement to Housing Benefit, Universal Credit and other welfare benefits including adjustments to existing benefit in collaboration with our Financial Inclusion Service.
- To liaise and refer any complex cases to the Financial Inclusion and Energy Service on an individual basis.
- To prepare rent arrear cases, advise Solicitors for court represent the Association at court and carry out possession proceedings and evictions as required.
- Prepare effective reports for the Customers Service Manager for debts that can no longer be pursued and credit balances that cannot be issued for various reasons.
- To ensure you are kept up to date with and welfare reform or legislative changes that can affect our customer's rental liability.

Anti-Social Behaviour and Estate Management

- To adhere to the Associations Anti-Social Behaviour and Estate Management Policy and procedures.
- Investigate and reported anti-social complaints in line with our Anti-Social Behaviour procedures.
- To prepare anti-social behaviour cases, advise Solicitors for court represent the Association at court and carry out possession proceedings and evictions as required.
- Work as part of the Customer Service Team to be pro-active in working with any relevant services or partnering agencies for our customers when dealing with Anti-Social Behaviour, for example, Police Scotland and Social Work Services.
- Co-ordinate regular estate/close inspections, taking action where appropriate, liaising with maintenance, estates specific staff and external agencies as required, produce estate action plans and identify necessary estate improvements and following up until resolved.
- Record and identify causes of damage to property and ensuring it is remedied.

- Maintain accurate and current records of all properties, residents and incidents that occur.
- Handle all complaints in relation to estate management issues and implement measures to resolve these.
- Develop and initiate projects to improve the appearance on estates, ensuring that improvements are carried out under the relevant budgets and after consultation with residents.
- Ensure issues such as cleanliness of external communal areas, untidy gardens, fly tipping, graffiti, etc. are dealt with effectively in conjunction with estates specific staff and the Govan HOME Team.

Repairs and Maintenance

- Work with the Customer Service Team and Manager to co-ordinate feedback to the Property Service department on the programme of planned/cyclical maintenance.
- Responsible for counter charging tenants where appropriate and informing the Finance department so that rechargeable repairs can be monitored and pursued.
- Assist the Property Service Team with all aspects of reactive, voids, planned and cyclical maintenance e.g. march-ins, access issues, etc.

Community Engagement

- Work with the Community Engagement staff to maximise tenant participation to ensure community integration and development projects.
- Assist the Customer Service Team to form effective contacts and partnerships with local groups to ensure that the Association assimilates into the wider community.
- Provide information on external agencies, whose services may be of benefit to our customers and wider service users.
- Prepare, plan and deliver the pre-tenancy programmes of work.
- Carry out post tenancy settlement inspections to assist with overall support and tenancy sustainment.
- Ensure new and annual customer visits are regularly carried out to regularly engage with our customers and be proactive with any tenancy sustainment issues.

Policies and Procedures

- To participate and contribute to reviewing, updating and implementing policies and procedures as required.
- To work with staff from other parts of the organisation as required in contributing to the development of Policies and Procedures and their implementation.
- To follow policies and procedures in your work.
- To participate in regular reviews of our customer service and compliance procedures.

Project Development

- Contribute to initiating new projects and helping to maintain contacts and partnerships which are beneficial to the development of projects within the community area.
- Work collectively to further the work of the Association, meeting with community groups, setting up and attending meetings to inform and promote developments.
- Participate in community projects within the team to increase community engagement and empowering our customers.

Administration and Record Keeping

- Develop and produce standard reports where required and ensure accurate production of monthly performance indicators and other reports as required.
- To be fully self-sufficient in administration and maintaining all system management information is accurate for compliance purposes.
- Carry out administrative support for the Customer Service Manager including replying to standard enquiries, maintaining databases, producing standard letters, filing, photocopying, circulating information, etc.
- To produce reports monthly or on requirement on legal action, evictions and other customer service issues as required.
- To maximise the use of the Association's ICT systems.

General

- Participate in all staff one to one and team meetings and training events.
- To take responsibility for identifying personal training or other work requirements and make them known to your line manager.
- To assist other members of the team to keep their workload up to date.

- Assist in the mentoring and leading of new staff when required.
- To maintain up to date knowledge of relevant legislation in all housing and welfare reform changes that effect our customers and policies.

Corporate Responsibilities

- Work with colleagues across the Association to ensure that the organisation is seen as a respectful and open organisation which values its staff.
- Ensure that the organisation's policies – including but not limited to comply with the Equality and Diversity, Health and Safety, Customer Services – are complied with through all activities; and that all work is under taken in accordance with the relevant codes of practice and legislation.
- Actively and effectively promote the organisation's strategic and operations objectives, role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Comply with staff's Code of Conduct for employees.
- Willing to work in accordance with the Association's core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, team work and the ability to take personal responsibility.

Other Tasks and Activities

This profile only contains the main accountabilities relating to the job and does not describe in detail all duties required to carry them out. The post holder may be expected to:

- Undertake such other duties and responsibilities as are specified by your line manager and which are commensurate with the level of the role.
- Work outside normal office hours especially to attend meetings and respond to out-of hours emergencies.
- Act at all times within the organisation's rules, policies, procedures, standing orders and financial regulations.
- To positively promote the Association in all activities.

Note:

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

Personal Competency	Essential	Desirable
Qualifications	Good general standard of education.	Degree or be working towards the Diploma in Housing or equivalent qualification.
Experience	Minimum of 3 years housing management experience within a social housing environment.	Comprehensive understanding of the major components of Welfare Reform, in particular, Universal Credit.
	Experience of working in the community based housing association sector and effectively delivering the standards and outcomes contained within the SHR's Tenant's Charter.	Good understanding of how welfare reform impacts tenants and their housing options.
	Experience of delivering a consistently excellent customer focused service.	Good understanding on performance management working to agreed targets set.
	Working knowledge and experience in rent management and income maximisation.	
	Working experience of housing databases and ICT systems.	
	Experience of working in a busy housing management environment and following policies, procedures and guidance.	
	Working knowledge of allocations, void management, estate management and Community Engagement.	
	Experience in dealing with tenancy sustainment issues and referrals to external partnering agencies.	
Skills/ Knowledge	Knowledge and understanding of housing management working in all areas of a community area.	Working knowledge of Home Master Housing Management System.
	Ability to carry out effective community and stakeholder engagement, building and maintaining positive external relationships and networks.	An understanding of the legislation relating to repairs and maintenance.
	Working knowledge of implementing all Housing related policies and procedures.	Reviewing compliance with regards to working practices within you Community area.
	Good interpersonal and communication skills.	

Personal Competency	Essential	Desirable
	Ability to work under pressure, dealing with competing priorities and delivering results to tight deadlines.	
	Ability to communicate clearly and effectively with a diverse range of people and take account of their views.	
	Effective presentation skills and ability to present to a range of audiences, internally and externally.	
	Proficient in the use of all Microsoft Office packages e.g. Outlook, Excel, Word, etc.	
	Excellent written, verbal and administrative skills.	
	Ability to demonstrate how you can easily work as part of a team.	
	Ensuring you are working to the organisations strategic & operational objectives.	
Personal Features/Qualities	High level of integrity and trustworthiness.	
	Flexible and adaptable.	
	Energetic and resilient.	
	Committed to continuous improvement of best value and your own continuous personal development.	
	Put the customer first and aim to "go the extra mile".	
	Commitment to equal opportunities and core values of Govan Housing Association.	
Other	Willingness and able to work a flexible working week including some weekends and evenings.	Car driver owner and valid UK (or equivalent) Driving Licence

Recruitment and Response Instructions

Thank you for expressing an interest in the position Customer Service Officer within the Customer Services Team at Govan Housing Association. If you have read the recruitment pack and you would like to apply, please follow the guidelines below.

Application Process

Please complete the application form enclosed. **Please do not include a Curriculum Vitae (CV) as these will not be used in the recruitment selection process.** It is important that your application form highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the job description and person specification, also why you want this role and what you can bring.

As part of the application form we also request that you complete an Equal Opportunities Monitoring Form which is included in this pack.

The timetable for the Selection Process is included below. When submitting your application form, please advise us if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for assessment. We try to offer flexibility but it can be difficult to convene the selection panel outside the advertised selection dates due to diary commitments.

Please return your completed application by **9am on Friday 5 December 2025**. (electronic submissions preferred) to recruitment@govanha.org.uk.

Your application will be treated with strictest confidence.

If you wish to send a hard-copy by post, the full address is as follows:

Corporate Services Department
Govan Housing Association
35 McKechnie Street
Govan
Glasgow
G51 3AQ

Assessment and Selection Process

All applications will be considered and assessed against the requirements of the Person Specification in order to select an initial list of candidates to proceed to the interview stage. If you have been successful at this stage we will contact you via telephone/email, no later than, the afternoon of Monday 8 December 2025.

If you are unsuccessful at this stage you will receive an email from us.

Recruitment, Terms and Conditions

Location:	Govan Housing Association, 35 McKechnie Street, Govan, Glasgow, G51 3AQ.
Standard Hours of Work:	35 hours per week
Grade & Salary:	EVH Grade 7, £40,635 - £44,619
Payment Method:	Paid on the 28 th of each month by the BACS system into your designated bank account.
Annual Leave:	25 days per annum
Public Holidays:	15 public holidays
Notice Period:	4 weeks written notice by either side.
Pension:	The Association currently offers a defined contribution scheme.

Note: The Association is a member of Employers in Voluntary Housing. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information should not be treated as a substitute for a full contract and are subject to change.

Recruitment Timetable

The recruitment timetable is as follows:

Activity	Date
Application Packs Issued From	21.11.25
Closing Date for Applications	05.12.25
Shortlisting of Candidates By	08.12.25
Interviews	12.12.25
Successful Candidate notified by	13.12.25

Interview Format

If you are invited for interview, the interview will last approximately 1 hour.

Contact Details

If you have any queries about the position or the selection process please contact Corporate Services Department on recruitment@govanha.org.uk or 0141 440 0308.