



# ASSISTANT HOUSING OFFICER

## Recruitment Pack



[www.clochhousing.org.uk](http://www.clochhousing.org.uk)

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## Welcome



Thank you for your interest in the Assistant Housing Officer role at Cloch. I'm delighted that you are considering joining us, and I hope this pack gives you a clear sense of who we are, what we believe in, and the important part you could play in our organisation.

At Cloch, people and community truly sit at the heart of everything we do. Our values guide how we work with one another and how we support our tenants across Inverclyde. These values are especially important in our Housing and Communities team, where the quality of our relationships and the support we provide can have a real and lasting impact on people's lives.

The role of Assistant Housing Officer is central to this. You will be involved in a broad range of housing services - from allocations and void management to estate issues, customer engagement and tenancy sustainment - helping ensure that tenants receive a responsive, compassionate and high-quality service. Your work will support colleagues across Housing, Community Support and Property Services, contributing directly to safe, well-managed homes and strong, confident communities.

You'll be joining Cloch at a time when our focus on tenant wellbeing, cost-of-living challenges, and community partnerships has never been more important. The Housing and Communities team continues to grow and evolve, and this role offers a meaningful opportunity to be part of a motivated, supportive group who care deeply about making a difference every day.

We are proud to be a friendly, collaborative organisation where people feel supported to develop and to thrive. In this role, you will build strong relationships with tenants and colleagues, and you'll have the chance to grow your skills across a mix of housing functions within a team that values learning.

Robert Pollock  
**Chief Executive**

## About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2028, Cloch will celebrate its 60<sup>th</sup> year in operation and today, we own approximately 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation.

Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



## Our Vision and Values



### Vision

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

### Values

**Be Positive** in attitude.

**Be Better** and always look to improve everything you do.

**Be Kind** to yourself, to others and in your approach to our services.

**Be Responsible** for yourself, your customers, and your community.

## People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- Hybrid/Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Health Cash Plan
- Counselling Service
- Salary Sacrifice
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days



## Role Details

### Assistant Housing Officer

<b>Salary:</b>	£36,517- £39,921 (Grade 6)
<b>Contract:</b>	Permanent / Part-Time
<b>Hours:</b>	14 hours per week (Job Share)
<b>Reporting To:</b>	Housing & Customer Support Manager

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model, subject to the needs of the team.
- We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days (pro rata)
- All appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the SHAPS pension scheme and life insurance, providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

## Job Description

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

<b>Assistant Housing Officer</b> <i>Job Description</i>			
<b>The Role</b>			
<b>Job Title:</b>	Assistant Housing Officer	<b>Report to:</b>	Housing & Customer Support Manager
<b>Department:</b>	Housing & Communities	<b>Hours:</b>	14 hours per week (Job Share)
<b>Grade:</b>	6	<b>Salary:</b>	£36,517- £39,921
<b>Role Summary and Purpose</b>			
<p>The Housing and Community Services team aims to deliver a high quality, customer focused service that encompasses all aspects of housing management and customer support. Our functions include acting as the first point of contact for customer enquiries, managing allocations and void properties, maximising rental income, addressing anti social behaviour, overseeing estate management, encouraging tenant participation, and providing tenancy support to promote sustainment via the Community Support Team. We are a motivated team committed to continuous improvement, innovation and to upholding the vision and values of the Association.</p> <p>The focus of the role of the Assistant Housing Officer will be to operate our allocation and void management process, monitor waiting lists, transfers, homelessness and nominations, deal with estate management issues, environmental audits, encourage tenant participation, provide tenancy support to assist with tenancy sustainment and work in partnership with our Repairs team.</p> <p>The Assistant Housing Officer will provide support to the Housing Officers where applicable and contribute to the smooth running of the team covering all aspects of the service. The postholder will foster positive working relationships with a wide range of external partner agencies and contribute to the delivery of a robust pre-tenancy and ongoing tenancy case management role aimed at delivering our key service objectives.</p>			
<b>Housing Applications and Allocations</b>			
<ul style="list-style-type: none"> <li>• Process applications for housing and assist customers to complete relevant application(s) for housing, where required.</li> <li>• When required explain both the tenant and landlord responsibilities contained within the SST/SSST tenancy agreement during allocation process and at sign up.</li> </ul>			

- Ensure that void properties are advertised and/or matched within relevant target timescales, agree order of priority, and maximise use of the pre- allocation process to minimise void rent loss.
- Where required undertake a new tenant visit within agreed timescales to assist the tenant with early assistance.
- Process nominations in partnership with the local authority / HSCP within agreed timescales in line with any agreed nominations agreements/ protocols.
- Process changes in tenancy and update computerised tenancy records.
- Deal with enquiries regarding mutual exchanges and carry out the maintenance of the Mutual Exchange List.
- Assist in the administration and implementation of the Section 5 protocol with Inverclyde Council and any other agencies with which the Association has a referral procedure.

#### Customer Service

- Ensure that our customers are kept informed and updated on all aspects of our service where required.
- Assist in initiatives to ensure user feedback on the quality of service and act to improve levels of satisfaction in line with this feedback.
- Embrace and manage Cloch's Complaints Handling process as per our policy and procedures.
- Attend and take part in wider action projects which promote the works and aims of Cloch.

#### Tenancy Management

- Assist the Housing Officer with monitoring and managing rent accounts, including arrears recovery, handling rent/UC/HB queries, and liaising with DWP, Housing Benefit and other agencies to maximise tenant income.
- Assist the Housing Officer with maintaining and updating rent and service-charge records, including re-registration of rents and annual rent reviews.
- Work in partnership with the Housing Officers to ensure that any relevant support services and networks are in place to achieve tenancy sustainability objectives, for example supporting those with specific personal health or housing care needs.
- Work with the Housing Officers to assist the tenant to access temporary accommodation or undertake decant to temporary alternative accommodation where there are works required to their home which prevent occupancy of the property.
- Attend case discussion with relevant internal or external partnering agencies in relation to personal housing support or care needs, or which support recognised corporate objectives such as Domestic Abuse, Corporate Parenting, Homelessness, and prevention of Homelessness.
- Manage and process changes to tenancy requests within housing legislative requirements and timescales.
- Assist the Housing Officers to monitor all Short Scottish Secure Tenancies within the geographical patch.

#### Estates and Neighbourhoods

- Contribute to close working partnerships with local Tenants and Residents groups.

- Monitor reported bulk items for uplift are collected within agreed timescales.
- Assist in identifying localised tenant or community/ environmental issues which affect Cloch's ability to re-let empty homes.
- Carry out routine estate management inspections to confirm the condition of the common areas and other external areas of Cloch's housing stock and factored property to ensure a high standard of estate management. Report back to the Housing Officers and carry out follow up action, such as, visits, letters, and liaison with external agencies where standards are unsatisfactory.
- Assist the Housing & Community Support Team and Property Services Team in the monitoring of the performance of contractors providing estate services such as close cleaning and landscape maintenance.
- Record and respond to enquiries from tenants and owners in respect of estate management issues, prepare stair cleaning rotas or notices and issue, as necessary.
- Take records of and respond to residents' complaints and neighbour disputes in line with the appropriate targets. To instigate action where required, including legal action in conjunction with the Housing Officers and to proactively seek to reduce the level of anti-social behaviour and breaches of tenancy.

#### Customer Engagement and Tenant Participation

- Assist with the promotion and implementation of Cloch's Customer Engagement Strategy including preparation of newsletters, holding close/street meetings, attendance at public meetings and meetings of Registered Tenants Associations, etc.
- Attend meetings (including at evenings and weekends) with new and existing tenants, owners and applicants as required, to assist in the promotion of the active involvement in services provided to them by the Association.

#### Reporting

- To work with excel spreadsheets including creating basic worksheets and filling in more complex worksheets / databases.
- To produce reports including interview/tenancy papers, risk assessments and assist in the production of court documentation.
- Work with Microsoft Word and Outlook packages.
- Utilise the in-house housing system to assist in the delivery of our housing management service.
- Ensure all information is recorded and updated accordingly including all electronic files.

#### Other Duties

- Undertake a multi-disciplined role within the team. Tasks and actions cut across key activities including, allocating houses, void management, tenancy management and estates management.
- The Assistant Housing Officer is responsible for planning day to day work. Whilst the line manager will identify broader service priorities such as actions arising from priority work streams, legislative timescales, and nationally/locally agreed performance targets (for example Annual Charter Performance Indicators). It will

be the post-holder who will plan and generate their daily and cyclical work programme activity within this broad framework.

- Attend training, seminars, and conferences as and when required.
- Attend and participate in team and other staff meetings.
- Assist and provide support to other departments during holiday periods, sickness, etc. This will be by arrangement between the Director of Customer Services and Communities.
- Assist with other duties as requested by the Housing Managers, Director of Customer Services & Communities or CEO in accordance with your Grade.

## Person Specification

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

<p><b>Assistant Housing Officer</b></p> <p><i>Person Specification</i></p>		
<p><b>Qualifications</b></p>		
	<p><b>Essential</b></p>	<p><b>Desirable</b></p>
<p>Educated to HNC level or equivalent in housing, business administration or other relevant professional qualification or demonstrate an acceptable level of transferrable skills and experience.</p>	<p>✓</p>	
<p><b>Experience</b></p>		
<p>Minimum three years' experience of dealing directly with the public in a front facing role.</p>	<p>✓</p>	
<p>Experience in working within a housing management environment for an RSL or local authority housing service.</p>		<p>✓</p>
<p>Knowledge of the issues surrounding housing landlord functions for example income maximisation, rent collection, void management and allocating houses.</p>	<p>✓</p>	
<p>Working experience of a housing software system.</p>		<p>✓</p>
<p>Significant experience in dealing with and resolving complaints.</p>		<p>✓</p>
<p>Experience of working with rent accounting and arrears control.</p>	<p>✓</p>	
<p>Experienced in managing Universal Credit Full-Service cases.</p>		<p>✓</p>
<p>Dealing with Estate Management &amp; Anti-Social Behaviour complaints and investigations.</p>	<p>✓</p>	
<p>Lettings and Void Management experience including a working understanding of choice-based lettings.</p>	<p>✓</p>	
<p>Experience of Tenant Participation and Customer Satisfaction systems.</p>		<p>✓</p>

Strong working knowledge and understanding of relevant housing legislation, in particular the Housing (Scotland) Act 2001.	✓	
A proven ability of working on your own initiative and as part of a team to provide an efficient and effective housing management service.	✓	
Ability to undertake home / site visits and carry out interviews.	✓	
Full understanding of the principles and practices of Equalities and Data Protection.		✓
<b>Skills</b>		
Ability to communicate effectively with others and to be an effective listener.	✓	
Demonstrate excellent IT skills relevant to the job description.	✓	
Present a positive, professional image at all times both internally and externally.	✓	
Confident and positive approach to customer care and building strong customer relationships.	✓	
Commitment to continuous improvement and quality in all aspects of work.	✓	
Good problem solving and decision-making skills.	✓	
Professional customer focused approach.	✓	
Ability to work flexibly and effectively plan and prioritise workloads within challenging timescales and deadlines.	✓	
Full driving licence and use of own vehicle.	✓	

## How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to:

- [recruitment@clochhousing.org.uk](mailto:recruitment@clochhousing.org.uk)

The closing date for applications is **12pm on Friday 10<sup>th</sup> April 2026.**

Following this, shortlisted candidates will be contacted and invited to attend a competency-based interview with the panel, consisting of the Director of Customer Services & Communities and Housing Manager.

It is anticipated that interviews for the role will be held week commencing 20<sup>th</sup> April 2026.

**Thank you and good luck with your application.**

### **Cloch Housing Association**

19 Bogle Street, Greenock, PA15 1ER

[www.clochhousing.org.uk](http://www.clochhousing.org.uk)

01475 783637

