

Role profile



Job Details

Job Title:	Housing Officer	Service Area:	Housing and Communities
Based:	Whiteinch & Scotstoun Housing Association, 1 Northinch Court, Glasgow, G14 0UG	Report to:	Senior Housing Officer
EVH Grade:	Grade 7 points PA22 to PA25	Date Completed:	January 2026

Job Summary:

Working within Whiteinch & Scotstoun Housing Association (WSHA), you will provide a full housing management service across our rented stock including:

- Allocations and Lettings
- Income Maximisation
- Managing anti-social behaviour
- Managing and delivering good neighbourhoods through Estate Management inspections
- Ensuring positive tenancy sustainment

WSHA Housing Services Team work within a specialised working model. As part of your assigned area of work, you will contribute as part of a team handling specific queries and workloads. Whilst your duties will be clearly defined, you may be required at times to support activities across the wider team to ensure business continuity and uphold service delivery standards.

You will support the Director of Housing and Communities, Housing Manager and the Senior Housing Officers to deliver a first class, solution based, excellent service to our tenants, customers and the wider community. You will work with staff, tenants, communities and stakeholders to achieve excellent customer outcomes. You will ensure the required outcomes of the Scottish Social Housing Charter are met for our tenants and that KPIs are achieved.

Specialisms are as follows:

Team One

- Income Maximisation including recovery of Rent Arrears, Rechargeable Repairs and Former Tenant Arrears through all stages up to and including legal action
- Abandonments and ensuring the legal recovery of tenancies where appropriate
- The management, recording and implementation of Registered Rents
- Management of payments via Universal Credit, Housing Benefit and Discretionary Housing Payments
- Source grant funding where appropriate in respect of rent accounts and to assist reducing arrears
- Input to the rent consultation process and updating of tenancies
- To input to Tenant's Handbook, newsletters and other communication or updates as required

- Undertake tenant visits as part of the wider team as and when required
- Attending forced access appointments with colleagues in Property Services as and when required
- Provide a duty cover for the Housing Services Team to ensure a duty provision each weekday

Team Two

- Allocating all properties including re-lets and new lets
- Creating lettings plan as and when required
- Dealing with requests related to tenancy changes, successions, assignations, sub-letting, mutual exchanges and acquisitions
- Organising decants with colleagues in Property Services as overseen by the Senior Housing Officer
- Dealing with requests related to tenancy permissions
- Undertake new tenant visits
- Management of cases of Anti-Social Behaviour up to and including legal action
- Ensuring positive tenancy sustainment and guiding tenants through the Tenancy Sustainment Pathway
- Management of the Property Condition Register
- To input to Tenant’s Handbook, newsletters and other communication or updates as required
- Undertake tenant visits as part of the wider team as and when required
- Attending forced access appointments with colleagues in Property Services as and when required
- Provide a duty cover for the Housing Services Team to ensure a duty provision each weekday

Behaviours and Competences:

Our Core Values:

- **Customer First**
- **One Team**
- **Respect**
- **Excellence**

Customer First	One Team
<ul style="list-style-type: none"> • Ensure customers are at the heart of everything we do • Always aim to achieve high quality outcomes for customers • Cares about customers • Builds and develops trust being approachable, patient, helpful and supportive • Demonstrates an understanding of customer needs and expectations • Delivering quality services, tailored to meet the needs of our customers 	<ul style="list-style-type: none"> • Communicates clearly and openly with others • Is clear, concise and factual • Shares relevant information in a timely manner • Is open to and actively seeks feedback, listens and responds accordingly • Is confident to speak up and share their views with others • Asks for help when needed and provides support to others • Look for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions
Respect	Excellence
<ul style="list-style-type: none"> • Acknowledges and respects others 	<ul style="list-style-type: none"> • Deliver quality services, tailored to meet

<p>different backgrounds, perspectives and beliefs</p> <ul style="list-style-type: none"> • Cares about colleagues • Treats people with fairness, honesty and dignity • Listens empathetically to people • Takes ownership for their behaviour, performance and quality of work • Understands how your behaviour can be interpreted and considers the impact on others 	<p>the needs of our customers</p> <ul style="list-style-type: none"> • Uses time and resources wisely • Ensures Value for Money • Generate and seek out ideas from others to specific challenges • Seek better solutions for our customers by going the “extra mile” • Have a flexible and adaptive approach to resolving challenges • Anticipate and manage risk associated with your decisions
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Person Specification:

The essential/desirable criteria for this post are detailed below:

	Essential	Desirable	Evidence
Education and Qualifications	<ul style="list-style-type: none"> • Educated to HND/CIH or equivalent experience working within an RSL or Local Authority housing service 	<ul style="list-style-type: none"> • Member of the Chartered Institute of Housing 	<ul style="list-style-type: none"> • Application Form
Experience	<ul style="list-style-type: none"> • Customer facing experience of working with customers in 1-1 situations • Demonstrable experience of providing excellence in current or previous role 	<ul style="list-style-type: none"> • Experience of working within a RSL or Local Authority housing department • Experience of delivering a full housing management service 	<ul style="list-style-type: none"> • Application form • Interview
Specialist Knowledge	<ul style="list-style-type: none"> • Competent user of Microsoft Excel, Word and Outlook • Sound knowledge of current housing related issues • Demonstrable knowledge and understanding of impact of Welfare Reform, legislation including the new Housing (Scotland) Act 2025 and the changing housing landscape 	<ul style="list-style-type: none"> • Competent user of HomeMaster or similar data management system 	<ul style="list-style-type: none"> • Application form • Interview

Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication and interpersonal skills, including an ability to report information clearly and concisely • Customer centred approach, flexible, confident, empathetic with an assertive manner • Commitment to team working & ability to work positively within a small team • Ability to manage a demanding workload and meet deadlines • Ability to work on own initiative and make decisions and plan and organise own workload • Self-motivated problem solver with a proactive approach to problem solving and continuous improvement • Good interpersonal skills with the ability to liaise and negotiate effectively with internal and external customers, tenants and agencies, building effective partnership working 		<ul style="list-style-type: none"> • Application form • Interview • References
Other	<ul style="list-style-type: none"> • Ability to demonstrate a flexible, conscientious approach to work • Ability to demonstrate a positive approach to new ideas and ways of working 		<ul style="list-style-type: none"> • Application form • Interview

A Disclosure Scotland check at Basic level will be required for this post.

Job Outputs

Role output:	Includes the requirement to:
Purpose of the Role	<ul style="list-style-type: none"> • To assist and support the Senior Housing Officer, Housing Manager and Director of Housing and Communities to provide an efficient, effective service in all housing management areas and meet all

	<p>legislative, best practice and regulatory requirements.</p> <ul style="list-style-type: none"> To provide a customer focused, value for money service across our housing stock through preventing tenancies from coming to a premature end, reducing void loss, maximising income, reducing arrears, reducing cases of anti-social behaviour and promoting positive tenancy sustainment.
Allocations	<ul style="list-style-type: none"> To let our properties in line with current Allocation and Letting Policy and Procedures. To provide Housing Options advice and assistance in relation to allocations and lettings to ensure, where possible, sustainable tenancies.
Void Management	<ul style="list-style-type: none"> To manage termination of tenancies in line with current Void Management Policy and Procedures in conjunction with the Housing Assistants. To minimise void loss and maximise income through timely allocations and lettings, in line with current Policy and Procedures.
Rent accounting and Arrears Management	<ul style="list-style-type: none"> To be responsible for income maximisation including arrears management in line with current Policies and Procedures. To manage and minimise former tenant arrears and rechargeable repairs. To liaise with external and internal colleagues to help maximise rental income and promote tenancy sustainment. To input to and support the processing of annual rent increase as appropriate. To input to and support the processing of registered rents.
Anti-Social Behaviour	<ul style="list-style-type: none"> To deal with all instances of anti-social behaviour as appropriate and in line with the current Anti-Social Behaviour Policy and Procedures. To liaise with external agencies as required on a proactive and ongoing basis or in response to a specific complaint in line with current Anti-Social Behaviour Policy and Procedures.
Tenancy Management	<ul style="list-style-type: none"> To deal with all other tenancy management issues in line with legislative requirements and with the relevant Association's current Policies and Procedures. Including sub-letting; assignments; successions; mutual exchanges; tenancy changes; permissions; abandonments; decants etc. To provide general tenancy advice as appropriate in conjunction with other Housing Services staff, in line with current Policies and Procedures, legislative requirements and best practice guidance. To input to Tenant's Handbook, newsletters and other communication or updates as required.
General	<ul style="list-style-type: none"> To deal with complaints in line with SPSO model complaints handling process. To input to policy and procedure development in conjunction with other Housing Management staff. To input to Management Committee reports in conjunction with other Housing Services colleagues. To attend training courses, seminars, networking events and conferences as appropriate and/or identified by the Senior Housing Officer, Housing Manager or Director of Housing and Communities. To take responsibility to keep knowledge up to date.

- To act as an ambassador for the Association.
- To provide absence cover as required including across both teams and for Housing Assistant duties as and when required or when identified by the Senior Housing Officer, Housing Manager or Director of Housing and Communities.
- To discuss performance, problems, current issues in respect of all housing management functions.
- Undertake tenant visits as part of the wider team as and when required.
- Attending forced access appointments with colleagues in Property Services as and when required.
- Provide a duty cover for the Housing Services Team to ensure a duty provision each weekday.
- To input to Tenant's Handbook, newsletters and other communication or updates as required.
- To ensure information is managed and stored in compliance with GDPR policy, and to provide information for Subject Access Requests and Freedom of Information requests in conjunction with Corporate Services if required.
- Any other duties commensurate with the role and experience.

Interdependences:

- WSHA Housing Services Team
- Communities
- WSHA Corporate Services Team
- WSHA Finance Team
- WSHA Property Services Team
- External Agencies