



Housing Officer Recruitment Pack



September 2026

Dear Applicant,

EAST KILBRIDE HOUSING ASSOCIATION

POST OF HOUSING OFFICER

SALARY POINTS PA22-25 Grade 7: £42,707 - £46,895 per annum

Thank you for your interest in the above position. I am pleased to enclose our recruitment pack which contains the following materials:

- Information about EKHA
- Job description and person specification
- Staff and Board structure

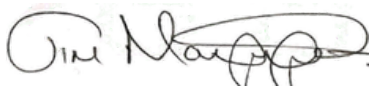
Please visit our [website](#) where you will find a range of information about who we are and our overall ambition to look after our tenants and their homes with kindness and care.

If you wish to apply, please complete the application form provided. Please do not attach a CV or any other additional materials as these will not be included for shortlisting purposes. Your completed application should be e-mailed to [**Recruitment@evh.org.uk**](mailto:Recruitment@evh.org.uk) before the closing date and time of **Friday 9th October 2026 at 10.00am**.

Applications received after the deadline will not be considered.

Interviews will be held on **Thursday 22nd October 2026** in the Association's offices in East Kilbride. Further details will be provided to shortlisted candidates.

Yours sincerely



Jim Macgregor
Head of Customer Services



East Kilbride Housing Association

About East Kilbride Housing Association – Information for prospective candidates

EKHA was founded in 1994 to help maintain the provision of social rented homes in East Kilbride. We are a Registered Social Landlord and a registered Charity.

East Kilbride is diverse community; we want to contribute to meeting the housing needs of all sections of the community.

We currently have 614 homes in management; over the longer term we hope to significantly increase that number through our active development programme. We have an overall turnover of over £4 million per annum. We are efficient with comparatively low management and maintenance costs.

We want the Association to continue to be an excellent landlord providing great services to our tenants at affordable rents. We want to have a wider role to play in EK in respect of housing issues in the coming years. We will also explore any opportunities to increase our range of services to tenants and others in need in East Kilbride.

EKHA proudly holds Platinum Awards in Investors in People and Investors in Wellbeing.

We have a committed staff team of 14 based in our office in the village; our Board of Management is dedicated to ensuring EKHA plays its full part in the town.

Our Ambition:

“To look after our tenants and their homes with kindness and care”

Our Values:

Empowering – we facilitate the participation and development of residents, Board Members, employees, and collaborators.

Kind – we operate a culture of kindness, openness, trust, honesty and respect and we embed it in all our interactions.

Holistic – we operate a person-centred collaborative, forward thinking, ‘one team’ approach for the benefit of the whole of East Kilbride.

Agile – we anticipate and respond innovatively to opportunities which are cost effective and enhance the services we provide.

JOB DESCRIPTION	
Job Title:	Housing Officer
Grade:	E.V.H Grade 7 (Pts 22-25)
Responsible to:	Head of Customer Services and Senior Housing Officer

1.0 Job purpose
To ensure that EKHA provides a high quality service to all of its customers across the entire range of its activities. To carry out the general and specific duties outlined below in a positive and flexible manner and in co-operation with all members of the staff team. The post has a high level of contact with customers and the post holder will spend a considerable amount of time out of the office and in the local community.
2.0 Main responsibilities
The postholder will carry the formal responsibility for delivering the key tasks set out below. They will be achieved through effective working relationships with those in the identified key relationships. However, this job description does not limit or define the scope of this role. • Ensure that the Association provides an effective and efficient housing management service to all its stakeholders (internal and external customers, tenants and their families, agencies etc) which meets legal requirements, complies with good practice and EKHA policy. • Contribute to the overall operation of EKHA, including formulation of housing management related policies and procedures. • You may be required to manage less senior staff members and shall be expected to successfully conclude business issues involving a wide range of people and situations. • Be committed to your own professional and personal development to meet the needs of the role and of EKHA. • Assisting in provision of effective welfare rights advice and interventions on behalf of EKHA customers, and contributing to the sustainment of EKHA tenancies. • Assisting in provision of effective welfare rights advice for new tenancies at point of offer. Including advice regarding Housing Benefit/Universal Credit and knowledge of schemes available such as Scottish Welfare Fund. • Assisting in the completion of benefits claims, and case management through to conclusion. • Confident and assertive liaison with external agencies in relation to benefit claims and appeals. • Ethical, effective and pro-active representation of clients with high degree of confidentiality. • Representing EKHA at residential surgeries.

- Comprehensive understanding of the welfare benefits system, with specific reference to Universal Credit and Housing Benefit.
- Providing support, training and information to internal colleagues on matters relating to welfare benefits.

2.1 Customer care

- Respond to all EKHA's customers in a prompt, polite and efficient manner within target timescales.
- Ensure that EKHA's housing management service achieves agreed performance standards.
- Where required, assess customer satisfaction.
- Assist in the preparation of EKHA's newsletters, social media and website articles, the review of tenants' handbooks and any other information issued to tenants and applicants regarding housing management.
- Attend tenants and residents meetings where required, including those outwith office hours.
- Ensure customers are fully aware of the complaint handling procedures operated by the Association and that complaints are quickly actioned and remedied.

2.2 Tenant participation and consultation

- Liaise with appropriate statutory and voluntary agencies to ensure that tenants in your patch receive the appropriate level of advice and support.
- Service any tenant's group/customer panels etc. by providing specific and regular reports as required, and to administer and arrange meetings.
- Promote the tenant consultation register and use it regularly when dealing with issues that require consultation.
- Encourage all customers to participate in line with the requirements of the Scottish Social Housing Charter.

2.3 Allocations and maintenance of housing list

- Be responsible for the efficient allocations of properties within your patch within agreed quotas and timescales.
- Operate Homefinder in accordance with EKHA's allocations policy and procedures and maintain records on allocations and refusals.
- Administer all requests for transfers, exchanges, sub-lets, assignments, terminations and other matters relating to tenancies in your patch within the agreed timescales.
- Ensure all systems relating to allocations and maintenance of Homefinder are updated regularly.
- Administer the Homewrapper mutual exchange system and actively promote mutual exchanges by identifying potential swaps in relation to downsizing etc, in line with EKHA policy.
- Carry out home visits to assess applicants' housing needs and to explain EKHA's policy in further detail.
- Arrange accompanied viewings with applicants.
- Conduct settling-in visits in accordance with EKHA timescales.
- Maintain statistical information regarding Allocations and prepare statistical reports as required..

2.3 Tenancy Sustainment

- Front-line customer service role, and first point of contact for enquiries relating to welfare benefits. Providing a courteous and efficient service to residents and the community.
- Assisting in provision of effective welfare rights advice and interventions on behalf of EKHA customers, and contributing to the sustainment of EKHA tenancies.
- Assisting in provision of effective welfare rights advice for new tenancies at point of offer. Including advice regarding Housing Benefit/Universal Credit and knowledge of schemes available such as Scottish Welfare Fund.
- Assisting in the completion of benefits claims, and case management through to conclusion.
- Confident and assertive liaison with external agencies in relation to benefit claims and appeals.
- Ethical, effective and pro-active representation of clients with high degree of confidentiality.
- Representing EKHA at residential surgeries.
- Comprehensive understanding of the welfare benefits system, with specific reference to Universal Credit and Housing Benefit.
- Providing support, training and information to internal colleagues on matters relating to welfare benefits.

2.4 Void properties

- Ensure rent loss is kept to a minimum by re-letting properties as quickly as possible in line with EKHA's void policy and procedures.
- Attend weekly void meeting and regularly liaise with EKHA Maintenance colleagues on the matter of voids.

2.5 Estate management and antisocial behaviour

- To be responsible for the efficient and effective management of all neighbour disputes, cases of anti-social behaviour and any other issues relating to estate and tenancy management on your patch.
- Investigate and respond to tenant complaints (in line with policy & procedures) regarding neighbour disputes, excessive noise, antisocial behaviour and other activities which are a breach of tenancy.
- Help tenants to resolve disputes or issues they have with neighbours whether EKHA tenants, SLC tenants or private tenants/owners in accordance with EKHA's estate management policy and procedures. If this fails take the appropriate follow on legal action.
- Enforce breaches of the Scottish Secure Tenancy Agreement in accordance with EKHA's estate management policy and procedures and carry out regular estate management inspections to ensure the proper upkeep of gardens, stairs, common entrances etc. Liaise with EKHA Maintenance colleagues where necessary.
- Investigate abandoned properties (in line with EKHA policy & procedures) and take appropriate legal action where necessary.
- Process tenancy requests (such as permission to have a pet) in accordance with EKHA's policy and procedures.
- Attend joint meetings with SLC that deal with any issues relating to estate management e.g., Joint Problem Solving Group.

2.6 Factored properties

- Liaise with SLC to resolve areas of concern raised by tenants which require joint working.
- Attend joint meetings with SLC representatives to ensure close liaison and working relationships to resolve common issues.

2.7 Annual returns

- Liaise with the Head of Customer Services and the Senior Housing Officer regarding the provision of housing management information required for ARC and any Board reports.

2.8 Maintaining operational and organisational standards

- Act in the best interests of EKHA at all times.
- Support EKHA's goals and values
- Encourage and drive quality and continuous improvement of processes used across the team.
- Follow all EKHA policies and procedures.
- Adapt to legislative, regulatory and organisational changes in the work environment.

3.0 Living our values

EKHA will continue to develop as an organisation to deliver its long-term aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to not only promote, live up to and exhibit EKHA's core values in all that they do, but also to drive and then respond to any changes to these

values within the scope of their job role. As at September 2026 the EKHA organisational values are:

- **Empowering** - We facilitate the participation and development of residents, Board Members, employees, and collaborators.
- **Kind** - We operate a culture of kindness, openness, trust, honesty and respect and we embed it in all our interactions.
- **Holistic** - We operate a person-centred collaborative, forward thinking, 'one team' approach for the benefit of the whole of East Kilbride.
- **Agile** - We anticipate and respond innovatively to opportunities which are cost effective and enhance the services we provide.

4.0 Key relationships

- Tenants, members and other customers
- The Board, its Sub Committees and any short life working groups or other approved tenant groups.
- Leadership team
- Staff team
- Partner agencies, third sector bodies and stakeholders
- Appointed contractors and consultants
- SFHA, GWSF, LVHF and other representative and sector bodies
- South Lanarkshire Council
- Local elected members, MSPs, MPs, MEPs
- Scottish Housing Regulator
- Scottish Government
- Lenders and other funders

5.0 Special conditions

- You may occasionally be expected to undertake activities outwith working hours e.g. Board, training or critical incidents/emergency situations that may arise.
- Undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Description.
- Work with the Health & Safety administrator to ensure regulations are adhered to and the full staff team and volunteers are fully conversant with relevant regulations.
- Actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Work in accordance with EKHA's performance standards, core values, behaviours and any instructions and/or training received.

This Job Description is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the postholder may be required from time to time to undertake such other reasonable duties as may be required by the Chief Executive or Board.

6.0 Review

This Job Description will be reviewed as and when required in accordance with EKHA's review mechanisms.

PERSON SPECIFICATION – HOUSING OFFICER

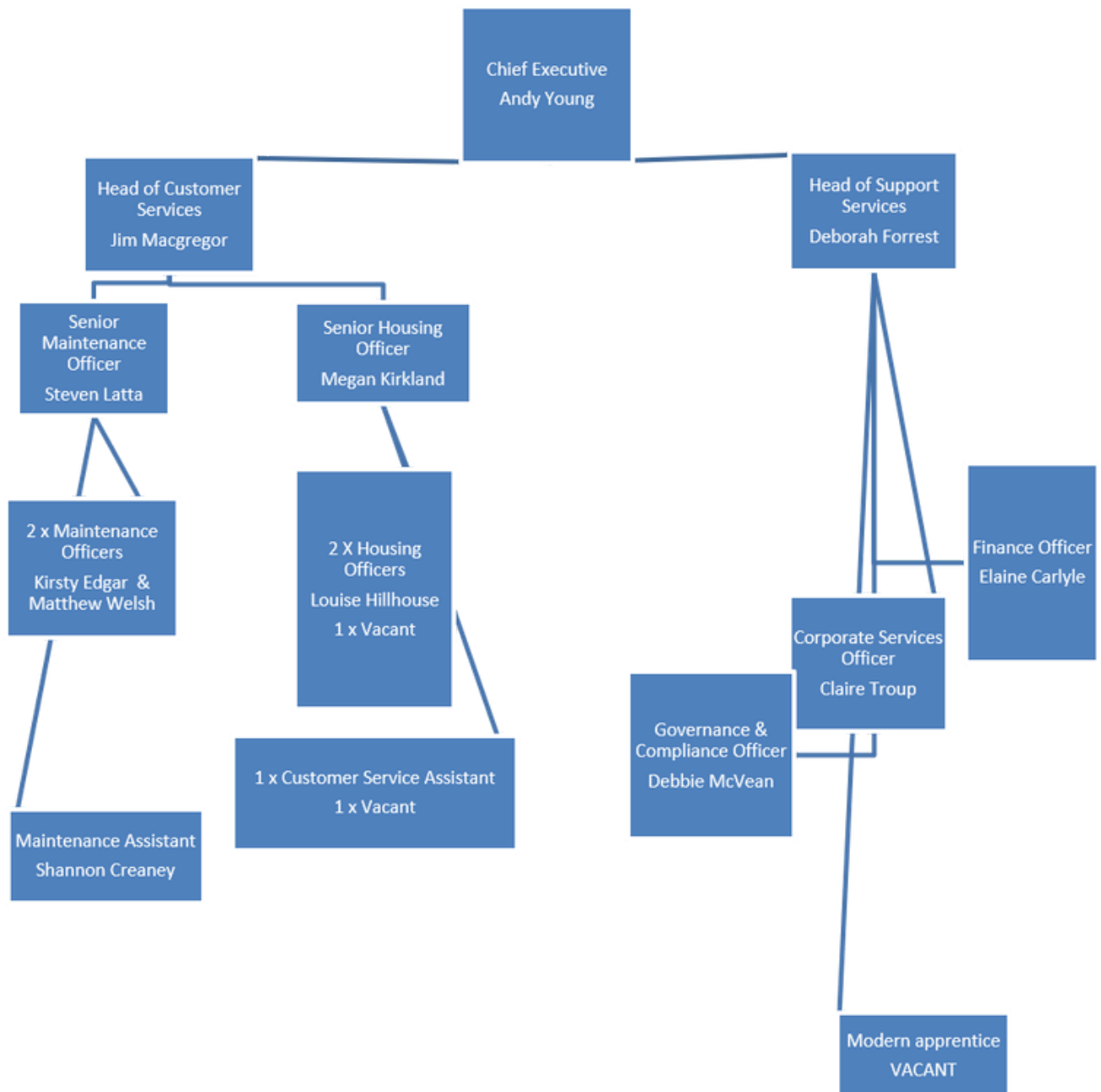
Education and qualifications	Essential	Desirable
Educated to HNC/ HND level or equivalent or able to demonstrate transferrable skills and experience	X	
A housing qualification		X
Membership of a relevant professional body, e.g. CIH.		X
Evidence of continuing professional development.	X	
Knowledge and experience	Essential	Desirable
Demonstrable experience of housing management experience.	X	
Broad experience and working knowledge of arrears control, housing benefit issues, landlord and tenant relations, neighbour disputes, void management and allocation.	X	
Experience in methods of tenant participation.	X	
Experience of writing and presenting reports.	X	
Good knowledge of housing legislation, policy and good practice.	X	
Awareness of the sector's regulatory and governance requirements.		X
Experience of working effectively with a voluntary board or committee.		X
Tenancy sustainment experience with a particular focus on new tenancies		X
Experience of welfare benefit case management and advocacy work.		X
Good knowledge of welfare benefit legislation, policy and good practice.	X	
Experience of successfully using the SDM housing management system.		X

Skills and abilities	Essential	Desirable
Good communication skills both written and oral.	X	
Ability to plan and prioritise effectively, in order to achieve demanding personal and team targets and deadlines.	X	

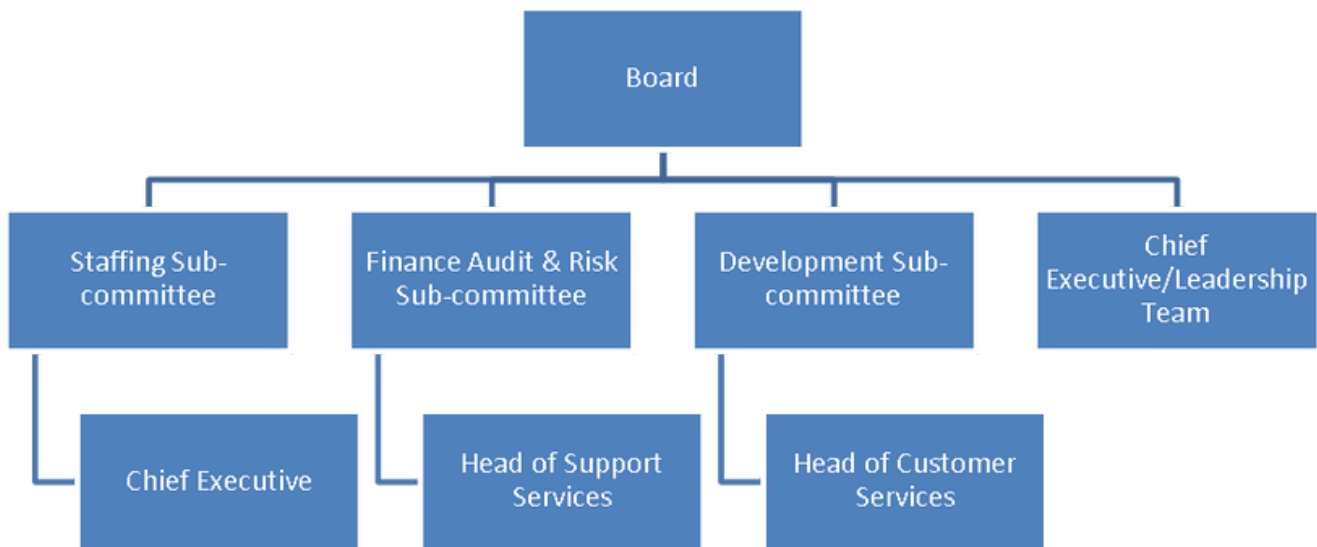
Effective organisational and administrative skills.	X	
Excellent people skills and able to relate to a wide range of people at all levels.	X	
Leads by example, is trusted, motivational and inspiring, while living the EKHA values.	X	
Strong influencing skills.	X	
Ability to cope calmly with competing demands, use own initiative and work as an effective team member.	X	
Commitment to social housing and high quality service delivery.	X	
Ability to maintain confidentiality.	X	
Other Requirements		
Able to work flexible hours, including regular evenings and occasional weekends and travel to locations EK-wide as required	X	
Competent and appropriate IT skills, willing to embrace social media and digital solutions for the benefit of customers	X	
A driving licence and access to a car	X	

A Basic Disclosure check will be carried out by the Association

EKHA Staffing Structure



EKHA Board Structure



Chairperson – Michael Gallagher
Vice Chair– Lilian Delaney
Vice Chair - Gillian Hood
Secretary – Gregor McKenzie
Board member – Maureen Watson
Board member – David Young
Board member –Lisa Irvine
Board member –Campbell Hall
Board member –Anne Marie O’Grady
Board member –Danielle Ferguson
Board member – Mark Maclean
Board member – Carolyn Kay
Board Member - James McGowan
Board Member - James Meighan
Board member - Fiona McGovern

