

# Housing Officer Recruitment Pack



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<https://lister.coop/>

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## → INTRODUCTION



**June 2025**

Dear Applicant

**Housing Officer**

Thank you for your interest in the above vacancy

I am pleased to enclose our recruitment pack which contains the following materials:

- Information about Lister Housing Co-operative
- Meet the team
- Job description & person specification
- Summary terms
- Key dates of the recruitment process
- General guidance on completing the application form

Visit our **website** where you will find a broad range of information about who we are and what we do.

If you wish to apply, please complete the application form provided. Please do not attach a C.V. or any other additional materials. Your application should be e-mailed to: **recruitment@evh.org.uk**

Please note that it is your responsibility to ensure we receive your application before the closing date of **Wednesday 2 July at 10.00am**. All applications will be acknowledged.

A panel interview will be conducted at the Lister Housing Co-operative Office on either Monday 14<sup>th</sup> or Tuesday 15<sup>th</sup> July 2025.

A disclosure check will be required of the preferred candidate and the cost met by Lister Housing Co-operative.

I look forward to hearing from you!

A handwritten signature in cursive script that reads "John Rankin".

John Rankin  
Chief Executive Officer



## → ABOUT LISTER HOUSING CO-OPERATIVE



Lister is Scotland's first housing co-operative registered for funding and support following the 1974 Housing Act. We're proud of our track record and history. We may be small in size but we aim to be big on community and service.

We are a 'not-for-profit' social enterprise that provides good quality social rented housing for those in housing need. Our voluntary Management Committee (all tenants) sets high standards for our service. We are also highly regulated, as are other housing associations, co-operatives and local authority housing providers. Find out more by visiting **Who regulates us?**

We are proud members of the **SFHA** along with other members of the voluntary housing movement in Scotland. We work hard to uphold their shared values. We are also members of **Employers in Voluntary Housing (EVH)**, which does an excellent job for their members on employment, health & safety and other matters.



### Vision and Values

Lister has a strong ethos on key values for itself, its Committee, and staff.

- **Fairness** – treating everyone fairly and without prejudice.  
.....
- **Equality** – being open and accessible for people from all backgrounds and circumstances.  
.....
- **Honesty** – being clear and avoiding untruths or false promises.  
.....
- **Integrity and Trust** – following through on any commitments and undertakings.  
.....

Lister's vision is providing good quality homes for people in need in Central Edinburgh, building the community and enhancing the environment. We wish our residents to live safely and happily in our housing and to lead fulfilling lives, contributing in different ways to life in central Edinburgh.

We are also proud of caring for our wonderful historic housing and seek to preserve and enhance its heritage. We collaborate closely with the City of Edinburgh planners, Edinburgh World Heritage Trust, Historic Environment Scotland, Changeworks and other local amenity and community organisations.

We are very proud to be a social enterprise – providing services for the good of our members and the wider community. We are a member of **Edinburgh Social Enterprise** and are a fully accredited member of **Living Wage Scotland**.

## OUR TEAM



Lister employs staff to provide the housing service and run the office based in the heart of our housing. They are responsible, through the CEO, to the Management Committee.

The Lister Staff Team– Mark, Elaine, Fiona, John

Our staff work hard to provide a good service to tenants and other customers.

- **Chief Executive Officer (CEO) - John Rankin**

An experienced housing professional, with many years of management experience in the sector.

- **Housing Officer - Vacancy**

- **Housing Assistant - Fiona Dodds**

Fiona comes with lots of experience from previous jobs in housing.

- **Office Assistant - Elaine Coutts**

Our front-line expert who is here to help.





## → JOB DESCRIPTION



The Housing Officer shall manage the housing housing service and take responsibility for a range of tasks relating largely to housing management and maintenance as delegated by the CEO. In addition, the post holder will deputise for the CEO during holiday, sick leave or other short-term absence and will provide general office cover where necessary.

<b>Job Title</b>	Housing Officer
<b>Responsible To</b>	The CEO
<b>Responsible For</b>	The Housing Assistant. In the absence of the CEO, all other staff employed by the Co-operative (at present Office Assistant/ Cleaner).
<b>Person Description</b>	The Officer must be a capable and competent person experienced in housing management and maintenance. The Officer must be completely trustworthy and able to maintain the confidentiality of the information with which they work. The Officer shall have a pleasant manner, good communication skills and be capable and confident in dealing with the public in person or on the telephone. Excellent inter-personal skills needed. Experience of Microsoft Office, and Housing Management software is required.
<b>Other Information</b>	The Co-operative aims to be an equal opportunities employer and all employees must abide by the equal opportunities statement and policy.

### Housing Officer - Job Purpose

The specific purpose of the post of Housing Officer is primarily to ensure tenants comply with terms of their tenancy agreement and provide a high-quality housing management service to our tenants. The delivery of core housing management services will be in keeping with policies, procedures, legislation and good practice. The key remits of the role are:

- Working effectively to provide a range of services across all properties
- Tenant engagement- face to face, by phone, email and virtual (where necessary)
- Effectively managing all aspects of current and former tenancy arrears, rechargeable repairs and any other sundry debts associated with Lister Housing Co-operative
- Allocations and void management
- Homelessness
- Tenancy Sustainment for vulnerable tenants
- Customer intelligence and analysis
- Dealing with complaints- investigation and resolution
- Supporting and enhancing performance improvement across remit including tenant satisfaction
- Develop and review policies and procedures for remit
- Contribute ideas and suggestions for service improvement

## → JOB DESCRIPTION



### HOUSING OFFICER - PRINCIPAL RESPONSIBILITIES OF THE POST

#### HOUSING MANAGEMENT - GENERAL

- To provide a housing management service for Lister which is tailored to the individual and collective needs of all Lister tenants.
- To assist in the reviewing and updating of all policies and procedures relevant to the housing service at Lister. To follow all Lister policies and procedures. To assist in planning and implementing service initiatives. To keep up to date on relevant housing legislation, practices and procedures, including SFHA advice, and SHR requirements and guidance. Liaise with relevant colleagues/ finance staff regarding financial costs, income, effects, etc. of housing service.
- Dealing with housing management issues including nuisance, anti-social behaviour, neighbour complaints in line with Lister policies, legislation and good practice guidelines. Operating the complaints policy and procedure and ensuring information is recorded, acted on and summarised fully.
- Liaison with other external organisations including other RSLs, City of Edinburgh Council, SFHA, SHR, etc.

#### ALLOCATIONS AND MEMBERSHIP

- To be responsible for the efficient and effective allocation of all new and existing properties within agreed quotas and timescales, and complying with EdIndex requirements. Ensure the membership policy and procedure is followed. Assist as required with the membership interview process.
- To ensure tenants are signed up promptly and efficiently and carry out post-allocation visits within agreed timescales.
- To ensure all requests for transfers, exchanges, assignments, successions, joint tenancies, sub-lets, terminations and nominations are managed efficiently.
- Be capable and confident using EdIndex. Ensure all allocations correspondence is dealt with within agreed timescales. Ensure all other allocations paperwork including monitoring information is followed.
- Co-ordinate/ carry out accompanied viewings where required.
- Void properties. Carry out pre-inspection; liaise with out-going and incoming tenants. Carry out tenancy termination paperwork. Investigate and deal with abandoned properties, including commencing appropriate actions, and maintaining clear records. Ensure Council tax paperwork for void properties is processed correctly. Effectively manage void properties to minimise re-let times and positively contribute to the financial viability of Lister.

## **RENTS & ARREARS**

- To be responsible for the effective management and control of rent and service charge arrears.
- Ensure tenants are fully aware of their rent obligations at sign-up stage
- Arrange and process rent payments whether in person or by phone
- Actively promote support services to assist tenants' ability to pay rent, including welfare rights advice, debt advice and energy advice
- Ensure that cases with rent arrears are effectively monitored and pursued, through contact and discussion with affected tenants
- Make fair and affordable repayment arrangements with tenants in arrears and confirm in writing
- Liaise with other agencies at key stages of the arrears recovery procedure e.g. Social Work Services, Homeless Casework Team, Legal Services Agency, etc.
- Refer tenants for court action as required, and liaise with solicitors, debt collection agencies, Sheriff Officers as necessary to support the process. Prepare Notice of Proceedings for Recovery of Possession and arrange delivery ensuring Pre-action requirements are met
- Co-ordinate eviction (as necessary) through solicitors and Sheriff Officers and inform relevant agencies i.e. Social Work Services, Homeless Casework Team
- Prepare reports to the CEO and Management Committee on arrears cases.
- Maintain registers as required



## → JOB DESCRIPTION



### ESTATE MANAGEMENT / TENANT PARTICIPATION / COMMUNITY DEVELOPMENT

- To provide an estate management service whereby the properties, communal areas, stairs, play areas and back greens are managed and kept in good condition.
- To carry out agreed minimum amount of regular property inspections to ensure effective upkeep of area. To consult with tenants during inspections and take any required actions, including arranging for required works orders to be raised.
- To organise all work etc. necessary for the Housing in Multiple Occupation regulations.
- To liaise with Garden Contractor/ Gardener over workloads and tasks.
- To deal with estate management issues or concerns. To deal with estate management complaints, in line with policy and procedure.
- Identify and take the appropriate action against those tenants in breach of their tenancy obligations.
- To promote tenant participation through various means including consultation over major issues.
- To promote community development at Lister in conjunction with the Management Committee, staff and tenants and other external organisations.
- To maintain relevant registers.

***NB The above items may require occasional evening (and rarely) weekend working.***



### **NEIGHBOUR NUISANCE AND ANTISOCIAL BEHAVIOUR**

- To be responsible for the efficient and effective management of all neighbour disputes, antisocial behaviour complaints and other relevant complaints, and to manage these within agreed timescales.
- To conduct investigations in relation to anti-social behaviour / neighbour disputes.
- Provide full updates / responses to complainants and alleged perpetrators.
- To liaise with CEO as necessary in respect of complex cases.
- Liaise with other organisations, such as Police Scotland, Social Work Department.
- Maintain relevant records/ registers / files.

### **MAINTENANCE**

- Assist in ensuring a good maintenance service to the co-op and its tenants, with repairs being done to a good standard in accordance with the Maintenance Policy.
- Note repairs reports, contact contractors and their operatives, issue works orders, check invoices for payment. Deal with Right to Repair policy and procedure.
- Inspect repair needs including pre and post inspections where appropriate. Deal with emergencies such as burst pipes, tenants locked out, etc. The issue and receipt of keys for properties and other locks belonging to Lister. Manage the key cabinets and key stocks.
- Ensure the paperwork and procedures associated with meeting Gas, Electrical and any other relevant health and safety compliance inspections are carried out efficiently.
- Assist in the organising of contract maintenance work, assisting in running such contracts and associated paperwork. Assist in planning future maintenance needs.
- Carry out inspections and surveys both on a one-off and scheduled basis, including surveys of roofs, roof spaces, cellars, common stairs, play areas, occupied flats, etc. Use appropriate access equipment for such access, e.g. ladders, scaffolding ladders, cherry-pickers, as well as personal protective equipment.

## → JOB DESCRIPTION



### OFFICE - RECEPTION, ADVICE AND ASSISTANCE

- Answer the telephone, deal with enquiries, and associated tasks. Provide advice and assistance to tenants, and others about the housing service at Lister and general welfare and housing matters, signposting to specialist services and resources as necessary. Dealing with other correspondence and matters such as insurance claims, requests for information, etc.
- Operate the Co-operative's office alarm system and assist in maintaining the security of the premises. Hold keys to the premises and to the safe secure at all times. Deputise as alarm first-responder in the CEO's absence (potential evening work).
- Maintain the confidentiality of all information received. Keep all security codes and such information confidential. Input information onto housing management and computer systems and update such information as necessary.
- Assist in the preparation of all statistical and summary information including information for Committee and returns to regulatory bodies. Assist in the liaison with all relevant bodies carrying out checking, regulatory or statutory functions, including SHR, internal auditors, external auditors, etc.

### OTHER

- Attendance at Management Committee meetings and preparing housing management reports and other reports as necessary (evening work). Attendance at the Annual General meeting (evening work). Attendance at Sub Committee meetings as required (sometimes evening work). Assist in organising events at Lister where appropriate.
- Deputise for the CEO during periods of short term absence, carrying out relevant tasks where appropriate. Liaising with CEO over leave arrangements.
- Due to our small size and close proximity of all our stock, assist with the delivery of mail to tenants, supporting the Housing Assistant in this task as necessary, thereby also supporting positive tenant contact, and estate/ stair inspections.
- Due to the small size of the staff team, there is a hands-on approach to matters that arise. Flexibility and dedication are encouraged to tackle the range of issues that may occur.
- Attendance at appropriate training seminars and other events. Promote good internal communication. Attend staff meetings. Promote health and safety practices, and compliance with agreed tasks.
- Complete a declaration form annually in respect of good governance and declaration of interest matters.
- Be the depute senior person responsible for Health & Safety at the Co-operative and assist in fulfilling the health and safety functions of the Co-operative.
- Any other appropriate task commensurate with the post which may from time to time be decided by the CEO.

## → PERSON SPECIFICATION



EDUCATION & QUALIFICATIONS	E	D
HNC or equivalent in a relevant subject area	✓	
A professional or equivalent qualification of the Chartered Institute of Housing		✓

EXPERIENCE	E	D
Demonstrable, housing management experience	✓	
Experience of working with Microsoft applications and housing management systems	✓	
Experience of policy and procedural development in the delivery of the housing management function	✓	
Working for a Voluntary Management Committee	✓	
Experience of working in a target driven environment		✓
Experience of working with tenant groups		✓
Experience with HomeMaster housing software system		✓

SKILLS, ABILITIES & PERSONAL ATTRIBUTES	E	D
A dynamic individual committed to continuous improvement, customer service excellence and innovation	✓	
Excellent presentation and communication skills	✓	
Good interpersonal and team working skills	✓	
Ability to negotiate and influence others to meet and objectives of Lister Housing Co-operative	✓	
Highly motivated to excel in role	✓	

## → PERSON SPECIFICATION

SKILLS, ABILITIES & PERSONAL ATTRIBUTES (CONTD)	E	D
Highly proficient in I.T	✓	
Tenant focused	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals	✓	
Good problem solving skills	✓	
Flexible approach to work	✓	

KNOWLEDGE	E	D
Scottish Housing Charter requirements	✓	
Working knowledge of housing and welfare reform legislation	✓	
Working housing benefit knowledge / completion of claims	✓	
Working knowledge of arrears recovery processes / legislation	✓	
Working knowledge of anti-social behaviour and estate management practices / legislation	✓	
Working knowledge of allocations and void practices / legislation	✓	

OTHER REQUIREMENTS	E	D
Awareness of equality issues and commitment to meet Lister's Policy and codes of practice	✓	
Upholds the Lister's aims and values	✓	
Pleasant personality and a confident manner	✓	
Basic disclosure	✓	

## → SUMMARY TERMS



Lister Housing Co-operative are full members of Employers in Voluntary Housing (EVH Ltd). This summary terms are for guidance and do not form part of the contract of employment.

<b>Salary</b>	EVH Grade 7, £40,635 - £ 44,619 Work outwith normal working hours shall be compensated for by time-off-in-lieu.
<b>Contract Duration</b>	<b>Permanent</b>
<b>Hours</b>	35 hours per week, 9 am - 5 pm including a 1 hour lunch break. Attendance at evening Management Committee meetings. Annual General Meetings required and occasional evening work in connection with housing management & maintenance. Liaise after hours in emergencies as necessary with Office-Bearers and staff.
<b>Place of Work</b>	36 Lauriston Place, Edinburgh, EH3 9EZ
<b>Holiday Entitlement</b>	25 days & 15 public holidays leave
<b>Sickness Entitlement</b>	Occupational sick pay rising to 26 weeks full pay and 26 weeks half pay based on length of service.
<b>Pension</b>	Defined Contribution pension scheme (10% employer's contribution) Employee contribution?
<b>Notice Period</b>	4 weeks
<b>Salary Payment Date</b>	One set of relevant professional fees paid annually as per the T&C's
<b>Professional Fees</b>	One set of relevant professional fees paid annually as per the T&C's.
<b>Travel Arrangements</b>	The flats owned by the Co-operative are all within walking distance of the Lister office. It is not expected that the successful candidate will need a driving licence nor have the use of a car to carry out the work of the post.



## → KEY DATES

To keep you informed about the recruitment process, please see below an outline of the key dates.



## → HOW TO APPLY

If you want to be part of the Lister team and feel that you meet the criteria, please complete the application form on the EVH [website](#).

Please note, the shortlisting will be based on the answers you provide along with the person specification to decide if you meet the criteria for the role, so please answer questions as fully and accurately as you can.

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### Equal Opportunities

Lister Housing Co-operative is an **equal opportunities** employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

If you consider yourself to have a disability, please detail on your application form, any reasonable adjustments that we can make for you as part of the recruitment process.



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### Your application

Please submit your completed application form by **Wednesday 2 July 2025 at 10.00am** to [recruitment@evh.org.uk](mailto:recruitment@evh.org.uk). Applications received after this time, will not be considered.

***All relevant information should be included in the application form and please do not include a CV as this will not be considered this during the shortlisting process.***

We look forward to hearing from you!

*Good!  
Luck!*



