

Job Title: Welfare Rights Officer

Reporting to: Director of Housing and Communities

Salary: EVH Grade 7 (PA22 to PA25), £42,707 to £46,895 per annum

ORGANISATION OVERVIEW

WSHA was formed in 1977 and currently has a property portfolio of over 1300 homes and provides factoring services to approximately 550 homes.

We also operate 3 subsidiaries: WS Estate Services Ltd (WSES), WS Property Management Ltd (WSPM) The Whiteinch Centre (TWC) which provide a number of services to our tenants and the local community.

Our [Business Plan for 2025 – 2030](#) reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality. Our strategy is ambitious, and our intentions are to achieve the highest standards in service delivery and growth whilst maintaining a strong financial performance.

The realisation of our Business Plan will help support WSHA maintain its position as an innovative and progressive community-based housing association.

Our Purpose, Way and Impact

Purpose for generations

As a community-based housing association, our purpose is to provide quality, safe and affordable homes that will sustain individuals and families. It is our purpose to sustain and support the creation of equitable, secure and thriving communities that people are proud to call home.

Way for generations

The way we deliver this purpose is through housing, investment, maintenance, community services and environmental services. We integrate our customers' aspirations, challenges and needs as stakeholders in our business and as neighbours in our communities. Together, we create opportunities to work and thrive and have a positive impact now and for generations to come.

Impact for generations

We create communities, not just provide services. Our communities promote dignity through stability, equity and social connection. Our customers have a voice in decision-making and the opportunity to shape our services. Our impact is revealed in thriving communities where people trust and rely upon one another, where local voices guide decisions and where everyone contributes to ensure people, place and the community flourishes. We exist to spark individual and community transformation that generates sustainable, welcoming, reliable, thriving neighbourhoods for the people who call them home.

Our CORE Values:

Customer First: Our customers come first, and we will always aim to achieve high quality outcomes for customers.

One Team: We work as one team and build excellent working relationships to achieve our goals.

Respect: We value high standards of fairness, treating everyone with consideration and dignity. We show this through our everyday words and actions.

Excellence: We value excellence and quality and aim to achieve high standards in all we do. We always strive to be the best that we can be. We are accountable for our actions, and we take responsibility and ownership for outcomes.

JOB OVERVIEW

The Welfare Rights Officer role offers the successful candidate an exciting opportunity to provide an efficient, effective and high-quality advice, support and advocacy service on all welfare benefit related matters whilst supporting tenants to maximise their income and minimise the impacts of the rising costs of living, in particular ensuring all benefits associated with housing costs are maximised and paid to the Association.

We are looking for a Welfare Rights Officer who shares our values and will use them to guide the way they work daily.

The successful candidate will:

- Carry out benefits checks on all new tenants, those with rent arrears and - where required - via referral from colleagues
- Advise on entitlements and assist with benefit applications
- Liaise with the Department for Work and Pensions (DWP), Glasgow City Council and other organisations as required
- Prepare for and represent customers at benefit appeals and tribunals
- Provide budgeting advice to our tenants to ensure that income is maximised and tenancies are sustained
- Ensure all data and statistical information is recorded accurately on our in-house databases
- Keep well-informed of changes and provide updates and expert advice to colleagues and customers
- Report on trends and performance as required
- Have a 'solutions first' attitude to ensure that our customers' experience of our service is positive

Our staff are at the heart of our business, and we support them to be at their best and play their part in making WSHA a great place to work.

We provide a friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office). Staff also benefit from a generous holiday allowance of 40 days. We know that to deliver outstanding customer service, we must ensure our staff are happy, healthy and motivated and we put a strong focus on staff wellbeing.

We are committed to developing and supporting our people. In line with our recruitment policy and 'grow our own' initiative, all vacancies have been advertised internally first before being shared externally.

We are an equal opportunities employer and are committed to the effective achievement of our equality and diversity policy. We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief.

Please note this post is subject to a Level 1 Disclosure check and may be subject to a probationary period.

Full details of the post are contained within the Role Profile.

Recruitment Timeline

- Closing date for receipt of applications: 12noon on Thursday 21st May 2026
- Interviews: Thursday 4th June 2026

Submitting Your Application

- Please indicate your suitability for the post within your completed application form. Do not send your CV as this will not be considered.
- Completed application forms should be returned by email to recruitment@evh.org.uk no later than **12 noon on Thursday 21st May 2026**. Applications received after this time will not be considered.
- You will receive an acknowledgement of your application from EVH.
- It is anticipated interviews will be held on Thursday 4th June 2026. Please indicate on your application form if you are unavailable on this date.