



# Housing Services Officer

Recruitment Pack



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



# Welcome...

Dear Candidate,

Thank you for your interest in the role of Housing Officer. I appreciate your time and hope that the information within the pack provides you with a feel for what it is like to be part of the Spire View Team.

The team at Spire View pride themselves on providing a supportive and encouraging environment and always striving to do the very best for each other and all of our stakeholders. Our staff are passionate about what they do, in an environment that has a shared vision and values that will hopefully align to your own values, and this is your opportunity to find out more about Spire View to see if we are a fit for you.

If you would like to find out more about our Staff Team, Committee, our homes, services, customers, and our future plans, please email me at [donnarichardson@spireview.org.uk](mailto:donnarichardson@spireview.org.uk) and I will arrange a suitable time for a confidential chat.

This role of Part Time Housing Officer falls within our Housing Management Team, on a permanent basis, and involves working 20 hours per week over 3 days. The post holder will be responsible for working alongside other team members to ensure that the Association provides a high quality housing management service for our tenants and factored owners. You will be responsible for dealing with all allocations, rent and tenancy matters.

In addition to this, you will have supervisory responsibility for our 2 Housing Assistants and providing clear direction to ensure regulatory and legislative requirements.

We are looking for someone who is flexible, self-motivated and a team player. The key skills required to successfully fulfil the role are being able to plan, prioritise work and ensure all housing management activity is progressed efficiently, timeously and to a high standard.

The ideal person will have previous experience of working in a similar post with supervisory skills, the ability to manage a busy workload, good communication skills, a team player and be the kind of person who wants to do the best for themselves, their colleagues and most importantly, our tenants.

If this sounds like you and you are excited about the possibility of fulfilling this role then I would encourage you to apply.

**Donna Richardson**

*Housing Services Manager*



# About Spire View

Spire View Housing Association is a registered Scottish charity and social landlord providing great quality housing around Royston in the Northeast of Glasgow.

Founded in 1989 as James Nisbet Housing Co-op and following a merger in 2002, changed our name to Spire View Housing Association. We strive to provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

After a successful transfer of engagements from Copperworks Housing Association to bring the two associations together, we are now responsible for delivering the homes and services previously provided by Copperworks. This has brought the total number of properties for Spire View Housing Association to 852 properties.

Spire View owns and manages Roystonhill Community Hub which runs for the benefit and betterment of the Royston community and beyond.



# Our Vision and Values

## Our Vision

To be the landlord of choice of Royston, working with our customers, community and local stakeholders to create a neighbourhood where people choose and are happy to live. Great service and value for money are at our core and we will continue to strive relentlessly to balance both.

## Our Mission

To provide locally based high quality, affordable housing and services which will contribute to the well-being of the community we serve.

## Our Values

Will shape how we do business to achieve our mission vision and strategic objectives set out in our Business Plan.



# People Benefits

At Spire View, 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 the range of people benefits that Spire View offers:

- Flexible Working Environment
- Counselling Service
- Learning and Development Culture
- Family Friendly Policies
- Professional Membership Fees
- Teambuilding Sessions
- Staff involvement in developing the organisation
- We offer employees access to the Cycle to Work scheme and electric vehicle (EV) leasing through salary sacrifice.



# Job Description

## Housing Services Officer



Job Description	Housing Services Officer
Responsible to	Housing Manager
Responsible for	Housing Services Assistants
Salary and grade	EVH Grade 7 (Spinal points PA22–PA25)

### 1 Job Outline

- 1.1 To provide an efficient and effective front-line service delivering high quality housing management services to customers of the Association.
- 1.2 The Housing Officer will be responsible for supervising the day to-day work of the Housing Assistants.

### Main Duties

#### 2 Rent accounting and arrears control

- 2.1 Manage the administration of the Association's rent accounting system.
- 2.2 Provide information and advice to tenants about amounts of rent to be paid.
- 2.3 Monitor the rent accounts of tenants, taking appropriate action, including making arrangements for payment, making personal contact, instigating legal action and issuing letters all in accordance with the rent arrears policy.
- 2.4 Calculate entitlement to benefit, assist in the completion of benefit application forms, liaise with outside agencies, co-ordinate monthly housing benefit review and high-risk reviews.
- 2.5 Maintain accurate case records as appropriate.
- 2.6 Prepare arrears reports as necessary.

#### 3 Allocations

- 3.1 Manage the Association's waiting list system.
- 3.2 Process applications for housing, internal transfers, succession to tenancy, mutual exchanges, homeless referrals, nominations and encourage applications for membership of the Association.
- 3.3 Sign up and advise new tenants on all aspects of tenancy.
- 3.4 Deal with tenancy terminations, including liaison with the Maintenance department.
- 3.5 Carry out duties in relation to void properties including inspection, reporting on and accompanied viewings.
- 3.6 Liaise effectively with external agencies to minimise waiting times.

## **4 Estate Management**

- 4.1 Manage the estate management function within the Association.
- 4.2 Identify those tenants in breach of their tenancy agreements and take appropriate action.
- 4.3 Carry out close and garden inspections.
- 4.4 Collate information in relation to neighbour disputes including seeking reports from external agencies.
- 4.5 Carry out house visits, liaising with colleagues and external agencies as required.
- 4.6 Be alert to and report potential Health and Safety risks.

## **5 Tenant Participation / Consultation**

- 5.1 Attend and support meetings of registered Tenants and Resident Groups as required.
- 5.2 Assist in the promotion of tenant/resident involvement in all areas of the Association's operation and advise on methods of increasing/improving tenant participation.
- 5.3 Engage effectively with the Associations development and implementation of a Tenant Scrutiny Panel.
- 5.4 Involve tenants/residents in identifying improvement works within the estates.
- 5.5 Ensure tenants/residents are kept up to date on services issues that affect them and carry out consultation as required.
- 5.6 Contribute to the production of newsletters/leaflets/annual reports.
- 5.7 Actively promote membership of the Association.

## **6 Tenancy Sustainment**

- 6.1 Work to improve tenancy sustainment – liaise with our outreach services, Tenancy Support, Money Advice and Financial Capability.
- 6.2 Identify vulnerable tenants, liaising with and making appropriate referrals internally and externally to assist tenants to sustain their tenancy.

## **7 Reports, information and statistics**

- 7.1 Contribute to the development of the Association's Policies and Procedures as required.
- 7.2 Provide written reports on all relevant matters.
- 7.3 Compile information and prepare newsletters, leaflets etc.
- 7.4 Collate and provide statistics on all appropriate matters.

## **8 General**

- 8.1 Provide effective support and respond to customers, in person, over the telephone or in writing.
- 8.2 Attend and minute meetings if necessary.
- 8.3 Carry out any other duties as reasonably requested by line managers, the Director or the Management Committee.

**This Job Description will be subject to periodic review as the needs of the Association change.**

Revised September 2024

# Person Specification

## Housing Services Officer



Person Specification	Housing Services Officer
Responsible to	Housing Manager
Responsible for	Housing Services Assistants
Salary and grade	EVH Grade 7

## Essential Criteria

### Experience

- Experience of dealing with the public in housing management in a social landlord as a generic and efficient housing officer.
- Experience of establishing and maintaining good working relationships with external agencies.
- Allocating properties and assessing housing application forms.
- Enforcing tenancy conditions.
- Data input and financial reconciliation for rent arrears.
- Experience building relationships and of working in partnership with external organisations and agencies.

### Skills & Abilities

- Excellent communication skills, both oral and written, including report writing and presentation ability.
- Numeracy.
- Excellent customer care skills and ability to deliver excellent customer services.
- Excellent negotiating and mediation skills.
- Ability to organise, prioritise work, manage time effectively and ensure that deadlines are met.
- Ability to work unsupervised and on own initiative taking the majority of work forward to successful completion.
- Proficient in the use of IT and MS Office packages including word, spreadsheets, email and using the internet for research and problem solving.

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- Experienced working with housing management software or databases.
- Excellent general office administrative skills.
- Able to participate and contribute positively as a good team member.
- Ability to provide a proactive approach to problem solving and decision making.
- Accuracy and attention to detail.
- Assertive, confident and the ability to deal with difficult people / situations.
- Ability to empathise and be a good listener.
- Ability to deal with potentially sensitive or challenging situations and maintain confidentiality.
- Ability to train and develop others.

## Knowledge

- Knowledge of Housing Association / Co-operative work.
- Knowledge of the current key issues in Scottish Housing.
- Understanding of the needs of tenants in various aspects of housing provision.
- Up to date working knowledge of legislation, welfare benefits, allocations, void management, estate management, rent accounting and arrears control, tenancy management, tenant participation.
- Knowledge of antisocial behaviour and eviction.

## Education

- Qualifications to include English and Maths at a minimum of SCQF level 5 e.g. Nationals, Standard Grade or equivalent.
- Qualified in a relevant housing discipline.

## Other

- Commitment to Diversity & Equal Opportunities.
- Experience of wider role activities.
- An approachable, personable, polite and courteous manner.
- Commitment to delivering excellent standards of customer service.
- Highly self-motivated and conscientious.

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- Commitment to the housing movement ethos and the concept of community control and serving the community.
- Commitment to housing best practice and continuous improvement.
- Confident, patient and able to remain calm.
- Positive track record in a performance driven housing environment.
- Flexibility and ability to respond to and adapt quickly to change.
- Ability to attend occasional meetings out with office hours.

## **Desirable Criteria –** Qualifications, Experience and Skills

- Post Graduate Diploma in Housing Studies.
- Experience of supervising and supporting more junior members of the team.
- Awareness of Housing Benefit/Universal Credit regulations, procedures and administration.
- Experience of working with vulnerable groups within society.
- Experience of working with volunteers.
- Willingness to participate in training / further education relating to the post.
- Experience of producing housing management policies and procedures.
- Servicing of Management committees.
- Full current driving licence and access to a car.
- Competent in housing management computer packages.

Revised September 2024

# Summary of Terms & Conditions of Service

## Housing Services Officer



<b>Job Title:</b>	Housing Services Officer
<b>Salary Scale:</b>	EVH Grade 7 PA22– PA25, £42,707 - £46,895
<b>Pro Rata:</b>	<b>£25,625 - £28,137</b>
<b>Hours of Work:</b>	Full time based on 35 hours per week, Monday - Friday. Our current office hours are 9am-5pm Mon to Thursday (45 mins lunch). 9am to 3.30pm Friday (30 mins lunch). There may be occasional requirements to work out with normal office hours.
<b>For this Post:</b>	21 Hours, over 3 days (Mon, Tue, Wed)
<b>Leave Entitlement:</b>	15 days annual leave (based on 25 days for full time posts) 9 days public holiday (based on 15 days for full time posts)
<b>Place of Work:</b>	Spire View Housing Association 43 Tharsis Street, Roystonhill, Glasgow, G21 2JF Or any other reasonable location.
<b>Notice Period:</b>	One month
<b>Salary Payment:</b>	Paid directly on the 28th of the month by BACS
<b>Pensions Arrangements:</b>	Defined Contribution Scheme with Life Assurance Cover. Employers' contribution is 10.45% and Employee contribution is 5%. Life Cover = 3x annual salary.
<b>Allowances:</b>	Casual car allowance mileage in accordance with current rates.
<b>Professional fees:</b>	Fees to relevant Professional Bodies will be paid in line with EVH Conditions of Service.
<b>Learning &amp; Development:</b>	Spire View promotes a culture of sharing knowledge and skills and promoting and supporting continuous professional development.
<b>Working for Spire View HA:</b>	At Spire View we have an open and flexible approach to the way we work to deliver our services. We provide a supportive working environment to ensure our employees get their work/life balance right.
<b>Additional Information</b>	Spire View are full members of Employers in Voluntary Housing (EVH). Continuity of employment applies if joining from another EVH member. (Details confirmed on appointment).  We offer employees access to the Cycle to Work scheme and electric vehicle (EV) leasing through salary sacrifice.  This is a summary for information purposes only and is not intended to be contractual.  Full Terms and Conditions of Service will be provided at recruitment.

# Recruitment Process

## Housing Services Officer



### 1 Recruitment Process

1.1 You should provide the following information to apply for this post:

- Completed Application Form
- Equal Opportunities Monitoring Form

1.2 You should not provide your C.V. with your application.

1.3 Your completed application form should be e-mailed to: [Recruitment@evh.org.uk](mailto:Recruitment@evh.org.uk)

1.4 If you are invited for interview for this post, we will arrange to view and copy your qualifications. References will only be requested if you are offered the position. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and comment on your ability to do the job.

1.5 The Job Description in the recruitment pack aims to outline the key requirements of the post and the person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your application form and assess this against the agreed person specification.

1.6 The interview panel will not make any assumptions about the nature of your experience, skills or knowledge based on the list of job titles in your current and previous jobs in their assessment of your application form. It is for you to use the space provided throughout the form to comprehensively detail your previous experience and relate this to the job description and person specification. As well as paid employment, you may also wish to include any voluntary work or any other life experience or skills you can bring to the post and Association.

1.7 Your application form is the start of your relationship with the Association and its content and quality will demonstrate your dedication to being successful in this post and work for Spire View Housing Association. It is for these reasons that you should ensure your application is legible and provides relevant and comprehensive information to give you the best possible opportunity of securing this post.

- 1.8 If you are related to any members of staff, consultants, contractors or suppliers of the Association, this should clearly be shown on the relevant part of the form. This will not necessarily be detrimental to your application.
- 1.9 If you are shortlisted for interview, we will ensure you are given reasonable notice for the date of your interview. The interview panel will set questions based on the job description and person specification to ensure they can appoint the candidate with the most suitable experience, knowledge, personal attributes and skills to excel in this role.
- 1.10 The award of employment will be subject to satisfactory references and may also include a disclosure check under the PVG Scheme.
- 1.11 Spire View Housing Association aims to be an equal opportunities employer and is committed to diversity in employment. If you feel there is anything specifically that you need from us to encourage our commitment, or wish an informal discussion, please contact the member of staff referred to in the welcome letter of the recruitment pack.
- 1.12 The closing date for receipt of your application is 10 am on Friday 27th March 2026

Candidate No:



supporting  
social  
employers



For official use only

# Application for Employment



**Post Applied for:** Housing Services Officer

**Closing Date:** Friday 27th March 2026

**Applications received after this time will NOT be considered**

## Personal Details

Surname:

Initials:

Address:

Postcode:

Email Address:

If you can be contacted during the day by phone, please provide the number:

Home:

Mobile:

Do you hold a current driving licence?

Yes

No

## Equality Act 2010

We are committed to being an Equal Opportunities Employer. If you have a disability as defined in the Equality Act 2010, are there any arrangements that would assist you in attending an interview? Please provide details below:

## Disability Confident Scheme

As part of our commitment to Equal Opportunities, we are registered as a Disability Committed Employer. In order for us to comply with this, we offer a guaranteed interview scheme for all disabled candidates that meet all the essential criteria.

If you would like your application to be considered on this basis, please tick the box below.

I would like my application to be considered under the Disability Confident Scheme.

## Employment History

Please give details of past and present work. This can be paid work, voluntary work or work from home.

### Present or Most Recent Employment

Name and Address of Employer:

Starting Date with present/  
most recent employer:

Present job title and responsibilities:

Reason(s) for leaving/wishing to leave:

Notice Period Required:

Current Salary (per annum):

Previous Employment	
<b>Name and Address of Employer:</b>	
<b>Period of Employment:</b>	
<b>Job title and responsibilities:</b>	
<b>Reason(s) for leaving:</b>	
<b>Name and Address of Employer:</b>	
<b>Period of Employment:</b>	
<b>Job title and responsibilities:</b>	
<b>Reason(s) for leaving:</b>	

<b>Previous Employment (continued)</b>	
<b>Name and Address of Employer:</b>	
<b>Period of Employment:</b>	
<b>Job title and responsibilities:</b>	
<b>Reason(s) for leaving:</b>	
<b>Name and Address of Employer:</b>	
<b>Period of Employment:</b>	
<b>Job title and responsibilities:</b>	
<b>Reason(s) for leaving:</b>	

Continue on a separate sheet if required.



## Computer Skills

Please detail your experience of software packages:

## References

Please give the name and address of 2 people to whom references can be made. If you are currently employed or have been employed, please include details of your current/most recent employer.

	Reference 1	Reference 2
Name:		
Job Title:		
Company Name:		
Company Address:		
Telephone Number:		
Email:		

# Person Specification

## Housing Services Officer



The Association wishes to compare your experience, skills and knowledge with its requirements. You should therefore show in the following part of the form how you satisfy these. This does not have to be from paid work but can be from other experience. The selection panel will consider candidates who do not meet all the requirements therefore please complete all sections as appropriate.

Essential Criteria	How you satisfy the criteria
Excellent communication skills, both oral and written, including report writing and presentation ability.	
Excellent customer care skills and ability to deliver excellent customer services.	
Excellent negotiating and mediation skills.	
Ability to organise, prioritise work, manage time effectively and ensure that deadlines are met.	
Ability to work unsupervised and on own initiative taking the majority of work forward to successful completion.	

Essential Criteria	How you satisfy the criteria
Excellent general office administrative skills.	
Able to participate and contribute positively as a good team member.	
Ability to provide a proactive approach to problem solving and decision making.	
Assertive, confident and the ability to deal with difficult people / situations.	
Ability to empathise and be a good listener.	
Ability to deal with potentially sensitive or challenging situations and maintain confidentiality.	
Ability to train and develop others.	

Desirable Criteria	How you satisfy the criteria
Experience of supervising and supporting more junior members of the team.	
Awareness of Housing Benefit/Universal Credit regulations, procedures and administration.	
Experience of working with vulnerable groups within society.	
Experience of working with volunteers.	
Previous experience of working within a Housing Association or Co-operative.	
Willingness to participate in training / further education relating to the post.	
Experience of producing housing management policies and procedures.	

## Information in support of your Application

Please provide any additional information in support of your application:

### Note to all applicants

In accordance with the Asylum and Immigration Act 1996 Section 8, if you are invited to attend for interview, you must provide an original document which supports your right to work in the United Kingdom.

Applicants can provide proof as set out in the Home Office guidance (pages 44-46) – List A or List B **Employer's guide to right to work checks** ([publishing.service.gov.uk](https://publishing.service.gov.uk)).

### Confirmation of qualifications

If selected for interview, you will be required to bring with you, the original certificate(s) of all qualifications referred to in this application. This extends to members of professional bodies.

#### Declaration

I confirm that to the best of my knowledge the information I have provided in this application is correct.

- a** I am  /am not  (select as appropriate) related in any way to a Board member of the Association.
- b** I am  /am not  (select as appropriate) related to any member of staff, committee member, consultant, contractor or supplier of the Association.

Signed:

Date:

# Fair Processing Notice

(How we use employee information)



This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

**1 Spire View Housing Association Limited** (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the UK GDPR and Data Protection Act of 2018 (“the 2018 Act”) together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z6952147 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer (DPO) is **Gillian Spence** • [GillianSpence@spireview.org.uk](mailto:GillianSpence@spireview.org.uk) • **0141 559 5644**.

Any questions relating to this notice and our privacy practices should be sent to **Gillian Spence** on [GillianSpence@spireview.org.uk](mailto:GillianSpence@spireview.org.uk) • **0141 559 5644**.

**2** We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including pensions service):

- |   |   |
|---|---|
| <b>a</b> Name   | <b>k</b> Emergency contact details                  |
| <b>b</b> Date of Birth  | <b>l</b> Eligibility to work in the United Kingdom; |
| <b>c</b> Address  | <b>m</b> Driving Licence                            |
| <b>d</b> Telephone Number   | <b>n</b> Passport                                   |
| <b>e</b> E-mail address   | <b>o</b> Disability and allergy information         |
| <b>f</b> NI number  | <b>p</b> GP’s name                                  |
| <b>g</b> Personal characteristics such as gender and ethnic group | <b>q</b> Job history and salary information         |
| <b>h</b> Qualifications and training record                       | <b>r</b> Appraisals                                 |
| <b>i</b> Absence information                                      | <b>s</b> References                                 |
| <b>j</b> Hospital appointment documentation                       | <b>t</b> Membership of professional bodies          |
|   | <b>u</b> Trade Union membership                     |



### 3 We collect and use the above information and personal data for:

- a Administration of contracts of employment
- b Payment of salaries
- c Recruitment and selection
- d Pensions and associated benefits, appraisal, training and development
- e Membership of professional bodies
- f Membership of Trade Union

### 4 We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

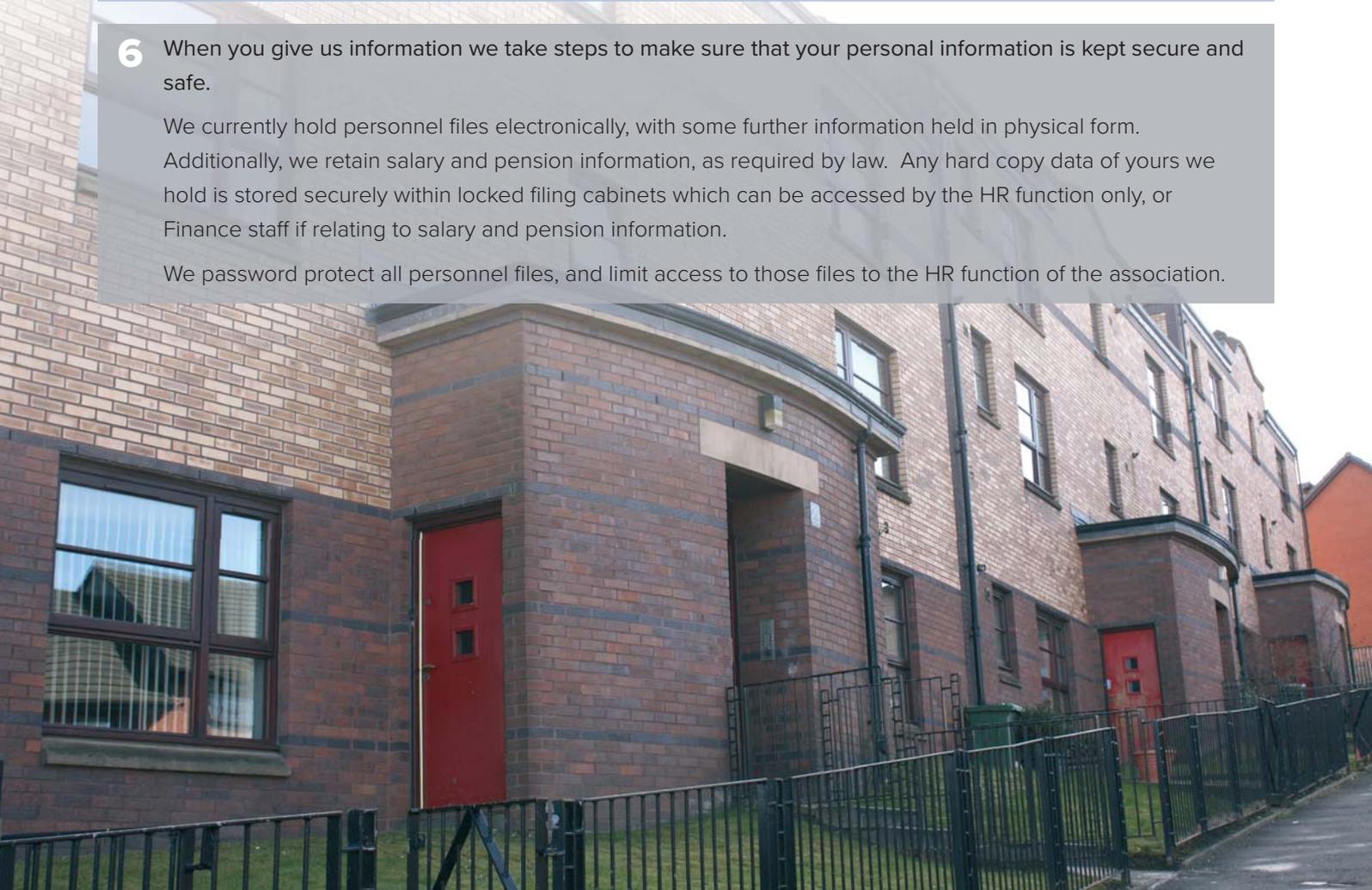
- To allow your pension provider to process pensions information and handle your pension;
- To allow you to participate in health checks/ immunisation programmes;
- To pay your Trade Union membership dues;
- When we grant third parties controlled access to our electronic network;
- To obtain employment related legal advice;
- To DWP, HMRC and other such third parties;
- To our Auditor to carry out our annual audit;
- If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

### 5 Your information will only be stored within the UK.

### 6 When you give us information we take steps to make sure that your personal information is kept secure and safe.

We currently hold personnel files electronically, with some further information held in physical form. Additionally, we retain salary and pension information, as required by law. Any hard copy data of yours we hold is stored securely within locked filing cabinets which can be accessed by the HR function only, or Finance staff if relating to salary and pension information.

We password protect all personnel files, and limit access to those files to the HR function of the association.



**7** We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Data retention guidelines on the information we hold is provided in our Privacy policy within the staff handbook.

**8** You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- ask us to correct any inaccuracies of fact in your information;
- request that we restrict your data processing;
- data portability;
- rights related to automated decision making including profiling;
- make a request to us to delete what personal data of your we hold; and
- object to receiving any marketing communications from us.

These rights are qualified and are not absolute.

**9** If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact: **Gillian Spence** on **GillianSpence@spireview.org.uk** • **0141 559 4644**.

If you have any complaints about the way your data is processed or handled by us, please contact **Gillian Spence** on **GillianSpence@spireview.org.uk** **0141 559 5644**.

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

**The Information Commissioner's Office – Scotland**

45 Melville Street, Edinburgh EH3 7HL

Telephone: **0303 123 1115** • Email: **Scotland@ico.org.uk**

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

**Spire View Housing Association**

43 Tharsis Street • Glasgow G21 2JF • Phone: **0141 552 7928**

Email: **info@spireview.org.uk** • Website: **www.spireview.org.uk**

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