

Tenancy Sustainment Officer (Fixed Term until 31.8.2027)

Job Description

Service Area:	Housing Management
Post No:	EVH Grade 7
Location:	The Calway Centre, 16 Calway Road, Glasgow, G33 4RE
Reporting to:	Senior Housing Officer
Last Reviewed:	September 2026
Next Review:	September 2027

About Calway

Established in 1985, Calway Housing Association is a community-controlled housing association operating in the Barlanark neighborhood of Greater Easterhouse, Glasgow. The Association's housing stock comprises 869 units, made up from a mixture of improved tenemental properties, new build flats and houses. The Association also provides a factoring service to local owner-occupiers who reside within the Association's area of operation.

Our strategic plan is ambitious as we strive for our vision to ensure that "Calway will be a well-managed neighborhood with a good community spirit". The driving aim of Board and Staff is not only to improve the housing conditions of residents, but to reduce social inequality and to create a viable and sustainable neighbourhood. As part of this wider aim, we have developed the Calway Centre which delivers a wide range of services and opportunities to local people.

At Calway Housing Association, we are committed to promoting an environment of respect, understanding, embracing diversity and eliminating discrimination by providing equality of opportunity for all.

Purpose of the post

To work in conjunction with colleagues to assist and support tenants who may be experiencing challenges or have particular vulnerabilities to sustain their tenancies. The post holder will work closely with those tenants most at risk of tenancy failure through developing and implementing preventative approaches which minimise the risk of tenancies failing. You will record, monitor and demonstrate outcomes from engagements and identifying support which has been provided. Working as part of the wider Housing team you will seek to maximise the uptake of opportunities that arise from the partnership working and help achieve positive outcomes for tenants and the community.

Main responsibilities

- You will holistically assess tenant's circumstances by conducting interviews, visits to tenants' homes and completing a needs led assessment and risk assessment; creating a personalised agreed action plan with the tenant to address any identified issue that may impact tenancy sustainability.
- You will work closely with the Association staff to assess and accept referrals and regularly communicate progress on case work. Including supporting tenants during repair or planned maintenance works.
- You will identify the support needs of tenants and prospective tenants through routine contacts, scheduled visits, partner referrals including statutory Section 5 homeless referrals, and direct housing applications.
- Maintaining accurate records of all interventions and monitoring the progress of each tenant against agreed milestones.
- Provide advocacy to ensure tenants access to appropriate health services, local authorities and other professional agencies in relation to tenancy sustainment and homelessness issues.
- Apply for appropriate grants for individuals to meet client needs as well as managing the "cash first" element of funding.
- Make referrals to internal and external partners for example adaptations, benefit take-up, debt & fuel advice, digital inclusion support, starter packs, education and employability.
- Promote knowledge and awareness of the Wider Role function through day-to-day dealings with tenants.
- Work with tenants to provide support, advice and assistance with any underlying issues which may be impacting non-payment of rent.
- Assist in providing information to tenant groups and encouraging their activities and identify barriers to participation (such as mobility issues or anxiety) and work with tenants to find inclusive activities that match their abilities.
- You will produce newsletter articles promoting the service and celebrating positive outcomes.
- You will be responsible for developing key partnerships, working for the benefit of tenants and our community.
- You will support/run campaigns in conjunction with other teams, e.g. Welfare Benefits, Home Energy Advisor and Wider Role to strengthen tenancy sustainment.
- You will support the development of our tenant sustainability policy and offer advice and support to tenants with appropriate referrals to Welfare Rights as well as signposting to any other relevant agencies or partners.
- You will support the delivery of our Tenant Participation Strategy as well as our Tenant Scrutiny function.
- You will support the Senior Housing Officer in the coordination and collection of data and report writing for the management committee or sub committees as required.
- You will ensure a robust knowledge and adherence to the Association's policies, procedures and systems through the wider organisation as well as maintaining a sector wide knowledge of emerging guidance on best practice for your role.
- You will undertake any necessary training to fulfil the responsibilities of the post
- You will, together, with the Management team, advise on current legislative and regulatory obligations and good practice in order to achieve excellent outcomes and standards.
- You will support the collection of data to demonstrate compliance with the Scottish Housing

Charter and external funders.

- You will comply with all the Association's health and safety policies, requirements and relevant legislation ensuring that all activities are discharged in a safe manner whilst minimising risks at all times.
- You will comply with the Association's GDPR and other data and confidentiality policies and procedures.
- You will carry out any other tasks or duties as reasonably requested by the Senior Housing Officer, Operations Manager, Director, and Management Board.
- You with agreement may be required to cover the work of others in the event of short term absence, staff shortages or operational requirements.

Knowledge, skills and experience

- Professional Housing Qualification (i.e CIH Level 3 or equivalent). – (desirable)
- Educated to SCQF Level 5 e.g. credit or equivalent, including English.
- Minimum of 3 years Housing Management experience.
- Current knowledge of Scottish Housing Legislation and regulatory requirements.
- Experience of using SDM or other Housing Management software (desirable).
- Experience of reporting to external funders (desirable)
- Experience of working with external partners (desirable)

Key attributes and other important information

- Calvay HA believes that all employees/future employees are responsible for safeguarding vulnerable people/adults at risk and will ensure the relevant policies are adhered to.
- Ability to prioritise and work to meet deadlines.
- Excellent knowledge of Microsoft Office applications e.g. word, excel, outlook etc.
- Ability to produce reports to a good standard
- Excellent written and oral communication skills.
- Ability to work on own initiative and work as part of an effective team.
- Excellent interpersonal skills to deal with a wide range of stakeholders.
- Be self-motivated with the ability to motivate others.



GUIDANCE NOTES FOR APPLICANT ON FILLING IN THE APPLICATION FORM

Please read these notes carefully – they are to help you make the best of your application.

1. The form should be completed in black type, black ink or ball-point pen for photocopying
2. Please do not send in your Curriculum Vitae
3. One of your references should be your present or most recent employer. If you have not been employed or have been out of work for sometime, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. Please note that referees will not be contacted prior to interview.
4. The enclosed Job Description (Section on Knowledge, Skills and Experience) lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information given in your application form and assess this against this section.
5. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experiences and skills. Neither is it enough for you to just state that you meet requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
6. Use the section of **Additional Information** to provide evidence/information to how you meet the main responsibilities of the post (refer to Job Description).
7. If you are related to any employee, former employee, governing body member, former governing body of the Association this should be clearly shown on the relevant part of the form.



SUMMARY OF TERMS AND CONDITIONS

Calvay Housing Association operates the following principal conditions of service:

Salary:	EVH Grading Structure. Salary as defined within the Job Description.
Hours:	35 hours per week The current hours are: Mon - Friday 9am – 5pm Flexi and Hybrid working arrangements.
Place of Work:	16 Calvay Rd, Calvay Centre, Glasgow G33 4RE
Holiday Entitlement:	25 days annual leave & 15 public holidays (As per EVH Terms and Conditions)
Sickness Benefit Scheme:	Sickness allowance paid based on service (As per EVH Terms and Conditions)
Pension:	Option to join an occupational DC pension scheme
Period of Notice:	1 month



Calvay Housing Association

STAFF PRIVACY NOTICE

(How we use your personal 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 process your personal data.

Introduction

The purpose of this staff privacy notice, which includes job applicants and previous employees, is to explain to you the reasons which we process your personal data and explain your rights under the current data protection laws, including the UK General Data Protection Regulation, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations.

As your employer we may collect and process personal data relating to you to manage our contract with you. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you.

This notice does not form part of your contract of employment or engagement with us. It applies to all our employees, workers and consultants, regardless of length of service, and may be amended at any time. If any amendments are required in the future, we will notify you as is appropriate.

Calvay Housing Association of:

The Calvay Centre, 16 Calvay Road, Barlanark, Glasgow, G33 4RE

is registered as a data controller with the Information Commissioner (ICO) and our registered number is Z4998027 and we are the data controller of any personal data that we process in relation to you.

If you do not wish to provide your personal data

You have obligations under your employment contract to provide the organisation with the necessary data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide the Association with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable the Association to enter into a contract of employment with you. If you do not provide other information, this will hinder the Association's ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Where does your personal information come from?

The Association may collect information in several ways which include:

- Information you have provided us with
- Recruitment processes including information obtained from agencies
- Your identification documents you have given us
- Background checks conditional for your engagement with us (if relevant)
- PVG/Disclosure/DVLA checks relating to criminal convictions/offences
- Former employers or other individuals whom you have given us permission to contact to provide us with a reference.

- Medical professionals may provide us with appropriate health information in order that we can manage any health- related situations that may have an impact on your ability to work with us.
- Membership with professional bodies that confirm membership
- Qualifications/training bodies that provide us information relating to you
- Web browsing history and email exchanges can be routinely monitored for the purposes of maintaining the IT infrastructure
- Trade Unions
- Government agencies and regulators
- Line managers and colleagues

What Information do we collect?

The Association controls and processes a range of information about you. In this privacy notice 'your personal information' means your personal data i.e. information about you from which you can be identified. Your 'personal information' does not include data where your identity has been removed (anonymous data). It is really important that the personal information that we hold and process about you is accurate and up to date. Please keep us informed if your personal information changes during your engagement with us.

This includes:

- Your name, address, and contact details including email address and telephone number, date of birth and gender
- The terms and conditions of your employment or engagement with us
- Details of your qualifications, skills, experience and work history, including start and end dates with previous employers and workplaces
- Information about your remuneration, including entitlement to benefits such as, pay, pension and holidays
- Details of your bank account, tax code and national insurance number
- Documents relating to driving, if relevant (Driving Licence / MOT / Insurance)
- Information about your marital status, next of kin, dependants and emergency contacts
- Information about your nationality and entitlement to work in the UK (Passport / Birth Certificate / Biometric Residency Permit etc.)
- Information about any criminal convictions if relevant for your job.
- Details of your work pattern (days of work and working hours) and attendance at work
- Details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals
- Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- Assessments of your performance, including appraisals, performance reviews and ratings, performance improvement plans and related correspondence
- Information about medical or health conditions, including if you have a disability for which the organisation needs to make reasonable adjustments
- Equal opportunities monitoring information about your ethnic origin, sexual orientation and religion or belief
- CCTV and other imagery
- Audio recordings of telephone calls

The data we hold about you will be kept in your personnel file which is stored securely and access to the files is restricted. The information will only be held for the periods outlined in the Association's Retention Policy.

Employee Monitoring

We will carry out the following monitoring exercises:

- CCTV – images and footage recorded of any person visiting our premises. This is used for staff safety, security and the prevention (detection) of crime. Footage is currently retained for 1 month
- Wi-fi Browsing – Our I.T. provider can monitor web browsing history and email exchanges for the purposes of maintaining the IT infrastructure
- Phone records of Association mobile users with regards to call history and length of calls.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV recordings and telephone call recordings, next of kin details and disaster recovery details)
- vital interests
- the performance of a task carried out in the public interest and / or official authority
- legal obligation

Processing Special Category Personal Data

Special categories of information means information about your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; health; sex life or sexual orientation; criminal convictions, offences or alleged offences; genetic data; or biometric data for the purposes of uniquely identifying you.

The "special categories" of sensitive personal information referred to above require higher levels of protection. We need to meet additional legal requirements for collecting, storing and using this type of personal information.

Our Obligations as Employer

We will use your particularly sensitive personal information in the following ways:

- We will use information relating to leave of absence, which may include sickness absence or family related leave, to comply with employment and other laws.
- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.

- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- We will use trade union membership information to pay trade union premiums, register the status of a protected employee and to comply with employment law obligations.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Where do we keep your data?

Your information will only be processed within the UK except where international transfers are authorised by law.

How do we keep your data safe?

When you give us information, we take steps to make sure that your personal information is kept secure and safe. All personal data is process in accordance with Calvay Housing Association's data protection policies and procedures. Our systems are password protected and all electronic data is stored securely. Any relevant paper files are kept in locked cabinets.

How long do we keep your data?

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 and in accordance with our Data Retention Policy and Schedule.

Your Rights

You have the right at any time to request to exercise your data subjects' rights in relation to the following:

- the right to be informed
- the right to access
- the right to rectification
- the right to object to processing
- rights in relation to automated decision making and profiling
- the right to be forgotten
- the right to data portability
- the rights to restrict processing

Who might my data be shared with, or seen by?

We may disclose your personal data to any of our employees, officers, contractors, insurers, professional advisors, agents, suppliers or subcontractors, government agencies and regulators and healthcare providers insofar as reasonably necessary, and in accordance with data protection legislation.

We may also disclose your personal data:

- with your consent;
- to the extent that we are required to do so by law;
- to complete a regulatory return in relation the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory body involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling;
- to another organisation if we enter into a joint venture or merge with another organisations.

Queries and Complaints

Any questions relating to this notice and our privacy practices should be directed, in the first instance, to dpo@calvay.org.uk or by telephoning 0141 771 7722

Our Data Protection Officer is provided by RGDP LLP and can be contacted either via 0131 222 3239 or info@rgdp.co.uk

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:

Information Commissioner's Office

Telephone: 0303 123 1113
Online: [Make a complaint | ICO](#)

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.

Acknowledgement of receiving and reading this notice

I _____ [print name]
confirm that I have read and understood the contents of this Staff Privacy Notice.

Signed

Date