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**Housing Officer**

**Information pack**

**July 2025**

**About Us – Provanhall Housing Association**

Provanhall Housing Association (PHA) is a community-focused housing provider based in the heart of Greater Easterhouse, Glasgow. With 527 homes under management, we are committed to delivering high quality, affordable housing and supporting the wellbeing and prosperity of our tenants.

We take pride in being a locally rooted organisation, working closely with residents and partners to build a stronger, more vibrant community. Our team is passionate about providing excellent customer service and continuously improving the way we work to meet the evolving needs of our tenants.

At Provanhall, we believe that a good home is the foundation for a good life—and we are here to make that a reality for everyone in our community**.**

**Management Committee**

Management Committee

Office Bearers – Chairperson, Vice Chair, Secretary

HR, Audit & Finance Sub-Committee

Operations Sub-Committee

**Staff Team**

Director

Operations Manager

Senior Finance Officer

Corporate & Governance Officer

Repairs & Asset Officer

Housing Officer

Finance Administrator

Repairs & Asset Assistant

Housing Assistant

**Benefits & Support at Provanhall Housing Association**

At Provanhall Housing Association, we value our team and are committed to providing a supportive and rewarding working environment. Our staff enjoy a range of benefits designed to promote wellbeing, career development, and work-life balance.

**Pension Scheme**

We offer access to the SHAPS Defined Contribution Pension Scheme, with flexible options:

* Employee contributions: 3% to 5%
* Employer contributions: 6% to 10%

**Career Development**

We invest in your growth. Whether you are looking to enhance your current skills or progress into management, we will support you with access to:

* Professional qualifications
* Vocational training
* On-the-job learning opportunities

**Annual Leave**

Our generous leave package includes:

* 25 days annual leave
* 15 public holidays (as set by Employers in Voluntary Housing - EVH) Leave is pro-rated for part-time staff and runs from 1 April to 31 March.

**Family-Friendly Policies**

We understand the importance of balancing work and personal life. We offer:

* Support for changing personal circumstances
* Maternity, Paternity & Adoption Leave
* We provide enhanced support for parents and carers, including:
* Generous leave arrangements above statutory minimums
* Continued recognition of your contribution during leave periods
* Flexible working arrangements
* Flexitime with opportunity to work 9-day fortnights

**Special Leave**

Staff can apply for additional time off in specific circumstances. Special leave may be granted with or without pay, depending on the situation.

**Company Sick Pay**

We provide paid leave during absence depending on your length of service. Sick leave on full pay will be paid for a period between 5 and 26 weeks in any 12-month rolling period (subject to your length of service) and thereafter sick leave on half pay.

**Eye Care Support**

We provide you an allowance each year, which you can apply for towards spectacles that you require for VDU use. The amount is set by EVH annually.

**Employee Assistance Programme (EAP)**

Balancing the demands of work and your personal life is not always easy.  Our Employee Assistance Programme is a free confidential 24-hour service providing specialist support and information for you and your immediate family on life management, health information and personal support for the times when you need it most.

[**Flu**](http://spsportal/sites/HR/MyPolicies/benefits/Admin%20area/Health.aspx?PageView=Shared#lifestyle) **Vaccinations**

To protect our staff annually we will reimburse you for a flu vaccination fee arranged in your own time.

[**Cycle to Work**](http://spsportal/sites/HR/MyPolicies/Cycle%20To%20Work%202015/Wiki%20Pages/Home.aspx)

We operate a cycle to work scheme, in partnership with Evans Cycles. This allows staff members to make tax and NI savings through salary sacrifice.

**Our Recruitment Process**

**Selection Process**

Once the job advert is closed, your information will be sent for shortlisting to the recruitment panel. You will be notified whether or not your application will be progressed to the next stage of the selection process. The selection process varies between roles but as a minimum normally includes an assessment of the application form/personal statement and a competency based interview.

Details of what the selection process will involve for the role you have applied for will be included in the Recruitment Pack, with further information provided to you as necessary during the selection process.

**Reserve List**

Where the selection process identifies more appointable candidates than positions available, a reserve list will be retained for up to 6 months for future appointments. There will be no need for further assessment.

**Pre-appointment Checks**

If you are successful, we will complete enquiries into employment history, qualifications, and relevant disclosure check to ensure that you are qualified and suitable for the appointment.

When the pre-employment enquiries are satisfactorily completed, we will make you a formal offer of appointment and you to take up the appointment as soon as possible, subject to any notice period you may have with your current employer.

**Criminal Convictions**

For most roles, successful candidates will be subject to a Disclosure check prior to an offer of employment being confirmed. The level of Disclosure check is role specific. You will be sent a Criminal Conviction Declaration Form along with your invite to interview, which you must complete and return.

**Induction**

Successful candidates will be enrolled onto our Induction Programme for the first three months into your role.

**Probation**

We operate a probationary period for all new employees, which forms part of the contract of employment. This is managed in conjunction with our Induction Process

**Data Protection Act 2018 and the General Data Protection Regulation (GDPR)**

Personal information that you provide during any stage of the recruitment and selection process will be treated in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

**Equality & Diversity**

We are committed to ensuring that everyone in here, and those who encounter the organisation, including prospective candidates and job applicants, are treated fairly, with dignity and respect. Provanhall Housing is committed to advancing equality of opportunity in recruitment and selection, regardless of age, disability, race, religion or belief, marital or civil partnership status, pregnancy or maternity, gender reassignment, gender, sexual orientation or any other personal characteristic or status.

**Blind Recruitment**

To ensure we support this commitment, our selection approach before the interview stage is managed anonymously, commonly referred to as ‘name blind’ recruitment. This means that your personal details will be removed from your application during the shortlisting process.

**Disability Confident Scheme & Reasonable Adjustments**

Provanhall Housing is a member of the Disability Confident scheme and under the terms of the scheme, all candidates who consider themselves to be disabled in terms of the Equality Act 2010 and who meet the essential minimum criteria for the post, will be progressed to the next stage of the selection process.

We will also ensure that we consider and implement any reasonable adjustments you may require to participate in the selection process or during the course of your employment, should you be successful in securing a post. Please ensure that you notify us of any reasonable adjustments’ requests at the earliest possible opportunity to allow us to make the necessary arrangements.

**Diversity Monitoring**

The application process includes an Equal Opportunity Monitoring Form. The information you provide here will be treated in the strictest confidence and will be retained for monitoring purposes. Apart from our Director, who is responsible for HR procedures, it will be kept separately from your application form and will not be made available or disclosed to those involved in the selection decision.

**Person specification – Housing Officer**

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| **Qualifications** | **Essential** | **Desirable** |
| Higher English or Administration (equivalent) | **🗸** |  |
| Basic knowledge of Housing Legislation | **🗸** |  |
| Possess relevant Housing Qualification (CIH Level 3 minimum) | **🗸** |  |
| Evidence of continuous professional development | **🗸** |  |
| **Job Knowledge** | **Essential** | **Desirable** |
| Knowledge of current housing legislation | **🗸** |  |
| Knowledge of Welfare Reform Issues | **🗸** |  |
| Understanding of Scottish housing legislation and regulatory framework | **🗸** |  |
| Knowledge of welfare benefits and financial inclusion support |  | **🗸** |
| Awareness of equalities, diversity, and inclusion in housing services | **🗸** |  |
| Understanding the requirements of the Scottish Housing Regulator | **🗸** |  |
| **Experience** | **Essential** | **Desirable** |
| Minimum 2 years’ experience in housing management at officer level | **🗸** |  |
| Proven ability to manage all aspects of tenancies | **🗸** |  |
| Experience of supporting vulnerable tenants and external partners | **🗸** |  |
| Strong customer service background in a social housing setting | **🗸** |  |
| Confident liaising with contractors and service providers | **🗸** |  |
| Effective team player with a supportive and respectful approach. | **🗸** |  |
| Experience in a community-based housing association or co-operative |  | **🗸** |
| Proven track record of meeting performance targets across KPIs |  | **🗸** |
| Familiarity with Pyramid or Omniledger housing management systems |  | **🗸** |
| **Skills** | **Essential** | **Desirable** |
| Excellent verbal and written communication skills | **🗸** |  |
| Strong IT skills, MS Word, Excel, Outlook, and Teams | **🗸** |  |
| Strong organizational skills and attention to detail | **🗸** |  |
| Ability to manage multiple priorities and work under pressure | **🗸** |  |
| Looks positively for solutions rather than obstacles in problem solving | **🗸** |  |
| Ability to work collaboratively and independently | **🗸** |  |
| Self-motivated and able to use own initiative | **🗸** |  |
| Work under pressure in a dynamic environment | **🗸** |  |
| Work on own initiative with minimal supervision | **🗸** |  |
| Embrace change and enjoy a challenge | **🗸** |  |
| Produce information and reports using different IT and media formats |  | **🗸** |
| **Personal Attributes** | **Essential** | **Desirable** |
| Open, honest and transparent who is flexible, open minded, inclusive & adaptable to change approach to work | **🗸** |  |
| An effective team player with the ability to cope with changing circumstances and demand | **🗸** |  |
| Committed to delivering excellent customer service | **🗸** |  |
| Empathetic and community-focused | **🗸** |  |
| Committed to personal development | **🗸** |  |

**Job Description**

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| **Job Details** | | | |
| **Title** | Housing Officer (HO) | **Responsible to** | Operations Manager |
| **Department** | Operations Team | **Responsible for** | NA |
| **Grade** | EVH Grade 7 | **Last reviewed** | July 2025 |
| **Job Summary** | | | |
| The HO plays a key role in delivering high-quality housing management services across the Provanhall estate. The post-holder will be responsible for estate management, tenant engagement, rent and arrears control, anti-social behaviour (ASB) casework, and supporting community initiatives. The role also involves embracing change, using technology to improve service delivery, and acting as a positive ambassador for PHA. | | | |
| **Corporate Responsibilities** | | | |
| * Uphold the values, policies, and procedures of PHA, including the staff code of conduct. * Maintain confidentiality in all matters relating to tenants, applicants, and colleagues. * Participate in training and development to maintain up-to-date knowledge and skills. * Keep informed of changes in housing legislation, regulatory requirements, and best practice. * Undertake any other duties required to support the effective functioning of PHA. * Ensure tenants and other service users are consulted on proposed changes. * Act as a positive ambassador for the organisation. * Endeavour to achieve Value for Money in all the delivery of services. * Reflect on personal behaviours and contribute to team development. | | | |
| **Housing Allocations, Waiting list and Void Management** | | | |
| * Provide housing options advice to applicants. * Administer and regularly review the housing list and suspended applications. * Liaise with Glasgow City Council (GCC) on nominations and Section 5 referrals. * Conduct viewings and tenancy sign-ups. * Work collaboratively with repairs colleagues to reduce void loss. | | | |
| **Tenancy & Rent Management** | | | |
| * Assist with rent account management, including arrears, credits, and adjustments. * Undertake arrears actions for cases up to a defined balance, in line with policy. * Support tenants with Housing Benefit and Universal Credit claims. * Assist with annual rent review to ensure accurate communication with tenants GCC. * Pursue former tenant arrears and recommend write-offs where appropriate. * Promote benefit take-up and assist tenants with applications and referrals to Money Advice service. | | | |
|  | | | |
| **Tenancy Management** | | | |
| * Record ASB incidents using standardised coding and policy guidelines. * Implement new rent management procedures and ensure compliance. * Collaborate with colleagues to improve processes and share best practices. * Collect and report tenant feedback on ASB and rent services. | | | |

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| **Teamwork & Community Engagement** |
| * Conduct structured weekly estate visits to identify and address emerging issues. * Use digital tools to log and monitor estate concerns in real time. * Build trust through regular tenant check-ins and informal engagement. * Support Housing Assistant (HA) with rent, benefit enquiries, and send standard correspondence. * Accompany HA on joint visits and assist with tenancy selection. * Engage with tenants in a respectful, supportive, and community-focused manner. Identify and support local initiatives aligned with PHA’s strategic goals. * Build partnerships with community groups and referral networks. * Organise tenant events and forums to encourage participation. * Administer funding applications and support major events like Gala Day and the 35th Anniversary. * Contribute to continuous improvement of services through feedback and collaboration. |
| **Health & Safety** |
| * Conduct monthly estate management checks and ensure flatted properties are meeting Health & Safety requirements addressing issues identified relating to the tenancy. * At all times comply with lone worker requirements when out of the office on visits. |
| **This job description is designed to provide a general statement of the required tasks, duties and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.** |

    