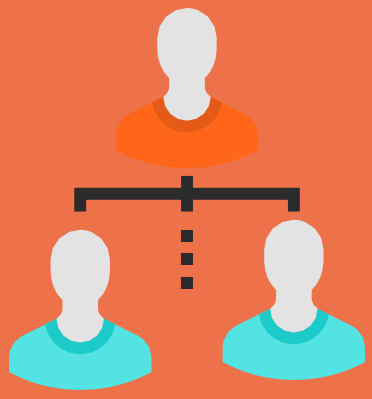


ARDENGLEN

Housing Officer

Recruitment Pack

What's Inside

Welcome 3

About Ardenglen 4

Our Vision and Values 5

People Benefits 6

Role Details 7

Job Description 8-12

Person Specification 13-14

How to Apply 15

Our Recuitment Process 16

Useful Information 17

Welcome to Ardenglen Housing Association

Dear applicant,

Thank you for taking the time to consider our Housing Officer role.

At Ardenglen Housing Association, we have been proud to serve the Castlemilk community for over 35 years, providing high-quality homes, delivering outstanding services, and working hand-in-hand with our tenants to create lasting positive impact.

We are an ambitious and award-winning Housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining Ardenglen, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with colleagues that are doing extraordinary things to deliver our Vision: By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

We are now seeking a talented, forward-thinking individual to join our Customer Services Team as Housing Officer.

You will join a talented, dedicated, and innovative colleague team, supported by a progressive Board that values fresh ideas, champions continuous improvement, and strives for excellence in everything we do. If you are passionate about making a tangible difference in people's lives, this is your chance to lead meaningful change at the heart of our community.

I hope this application pack will inspire you to join us on our journey and showcase the many great things we do to provide quality customer service.

Kind regards

David Byfield
Chief Executive, Ardenglen Housing Association

About Ardenglen

Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

IIn 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. We recently went into partnership with Good Food Scotland to transition to a community shop model to ensure the project is more sustainable for the future. In January 2025 we opened our own community HUB “Home is where the hub is” and we deliver a range of advice services and activities which are open to all residents of G45.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue providing a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.

ardenglen.co.uk/our-recruitment

Vision and Values

Our Vision

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

Our Values

- Customer and Community Focused
- Accountable
- Treating our customers with respect
- Making a Difference
- Innovative
- Equal access to services and opportunities for all

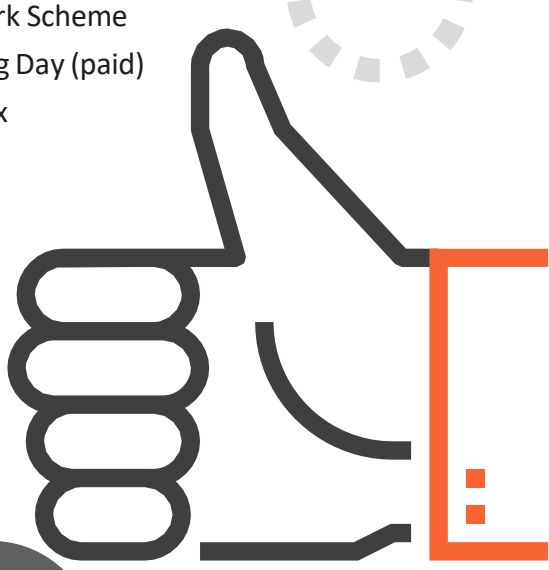
Our principles

- Continually improving the quality of our services
- Maintaining high levels of customer satisfaction and being responsive to customer needs
- Ensuring we have the financial resources needed to invest in the future of customers' homes and neighbourhoods
- Maintaining affordable rents
- Being efficient and effective in how we work – for example, using available resources in different ways to better meet our priorities, or reduce costs.
- Ensuring the long-term viability of the Association

People Benefits

We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:

- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service
- 9 day fortnight
- Cycle to Work Scheme
- Volunteering Day (paid)
- HSF Perk Box

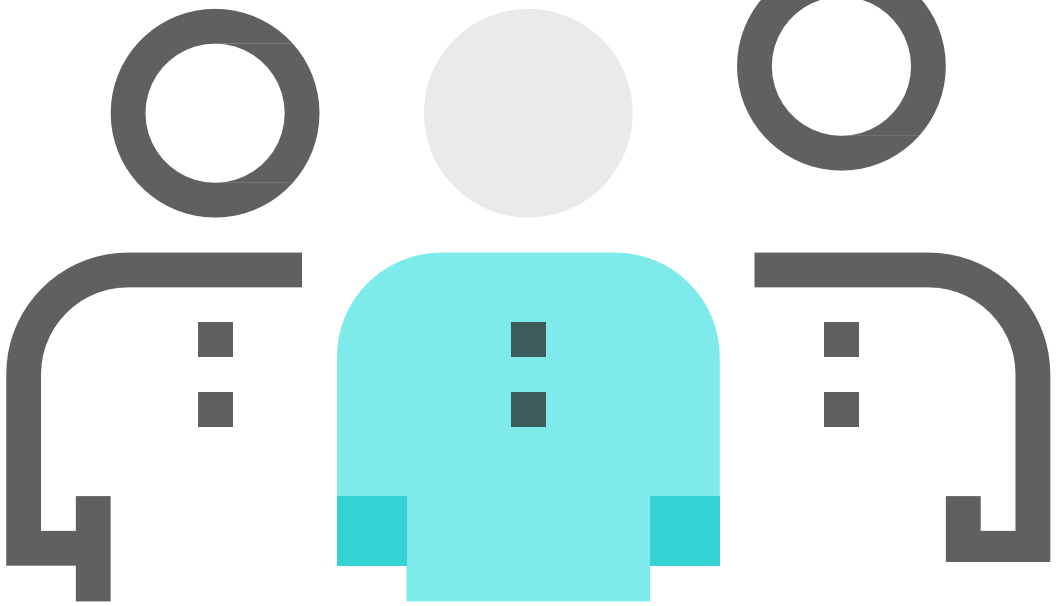


INVESTORS IN PEOPLE® We invest in people Silver

Glasgow living wage

disability confident EMPLOYER

SCOTTISH HOME AWARDS 2020 WINNER



Housing Officer

Location: Castlemilk, Glasgow
Reports to: Senior Housing Officer
Salary: EVH Grade 7, PA22-PA26
£42,707 - £46,895

Join us in building better homes, stronger communities, and a greener future.

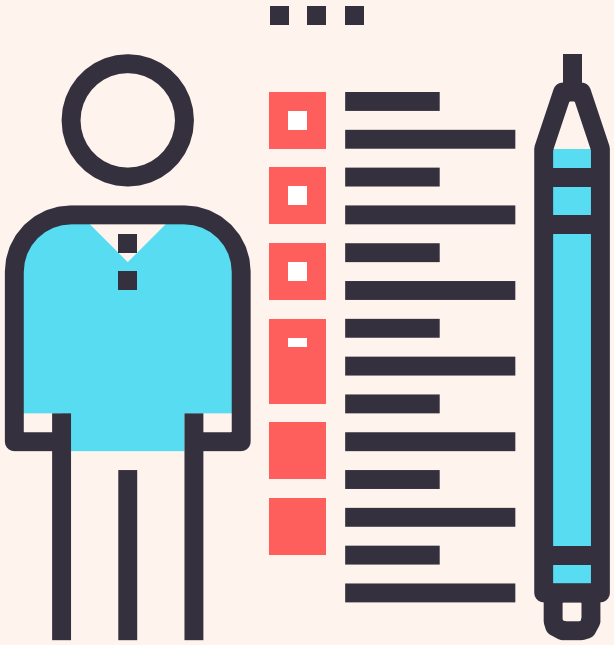
At Ardenglen Housing Association, we're more than just a landlord — we're a trusted community anchor organisation in Castlemilk. For 35 years, we've been providing high-quality homes, delivering excellent services, and working hand in hand with our tenants to create lasting positive change.

Now, we are looking for an innovative, people-focused individual to join our Colleague Team as Housing Officer.

.
You'll be part of a passionate and forward-thinking colleague team, supported by a progressive Board that values innovation, champions fresh ideas and is committed to continuous improvement in everything we do.

Why Ardenglen?

- We're a **community-based association** with a big vision: by providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers
- We're investing in **modern, energy-efficient housing** that helps tackle fuel poverty and climate change.
- **We put people first** — from our tenants to our colleagues — and we're proud of our **inclusive and supportive culture**.
- You'll join a **collaborative Colleague Team** who are consulted on business planning, risk management, and corporate strategy.
- EVH Grade 7 PA22-PA26 £42,707 - £46,895 generous wellbeing benefits, and the chance to make a lasting impact in Castlemilk.



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Job Description

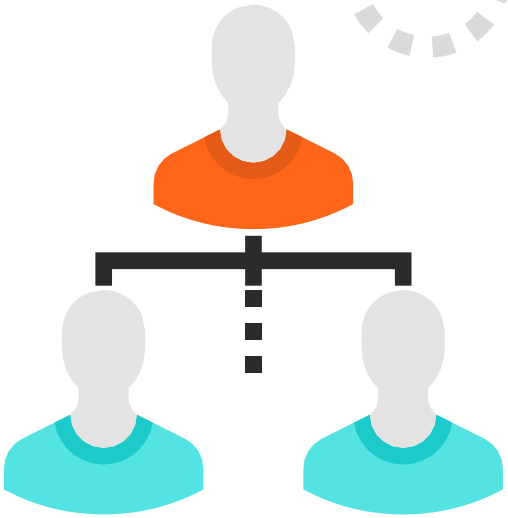
Job Title: Housing Officer
Grade: E.V.H Grade 7
Responsible to: Senior Housing Officer

Job Purpose

- To be responsible for the delivery of an efficient and effective housing management service putting customers at the forefront of service delivery.
- To deliver core housing management services in line with policies, procedures, legislation and good practice.
- To work proactively with the customer service and asset management teams to achieve positive outcomes for customers & the community.
- You will be required to manage a generic workload within a patch and have line management responsibility for a Housing Assistant.

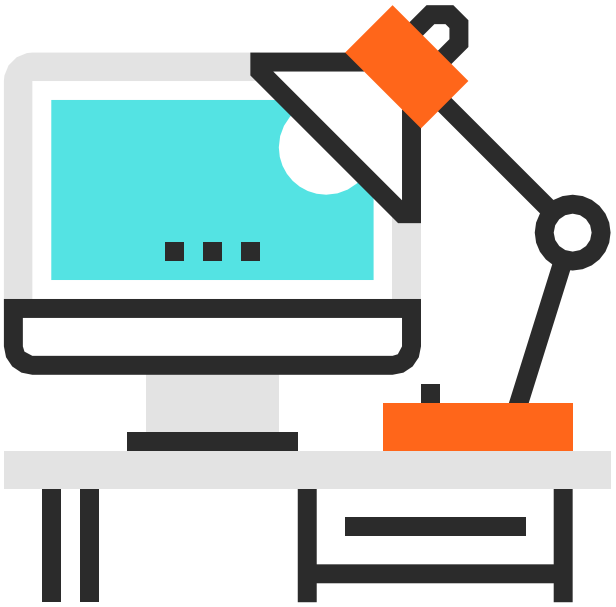
Job Description

Rent Collection and Arrears Management



- Manage and monitor arrears caseload and ensure that action is escalated in line with the Association's Rent Arrears Policy and procedures.
- Manage recovery of former tenancy related debt and rechargeable repair debt.
- Prepare and serve Notice of Proceedings
- Attend court if required to provide evidence
- To liaise with the Association's Financial Inclusion Team to maximise income and benefit uptake.
- To provide information to the Senior Housing Officer as required in terms of performance

Allocations and Letting



- Assess housing application forms in line with our allocations policy and agreed timescales
- Have a pro-active approach and allocating / letting properties, working closely with the asset team to minimise void rent loss.
- Carry out pre tenancy interviews as required
- Carry out home verification visits when required
- Carry out transfer inspections to identify any issues and agree a plan to resolve in advance of tenancy termination
- Pre let all voids within the notice period where possible and carry out accompanied viewings with prospective tenants
- Sign up all new tenants and provide assistance with benefit applications
- Liaise with Homeless Casework Team in relation to Section 5 Referrals
- Process tenancy change requests.

Anti Social Behaviour

- To record accurate information provided by complainers, complete investigation and take necessary action as directed in the Anti-Social Behaviour, Neighbour Disputes and Hate Crime policy and procedure
- Prepare and serve Notice of Proceedings.
- You will be required to establish successful relationships with a number of partners such as Police Scotland, Glasgow City Council, Solicitors etc.
- Liaise with Senior HO in respect of complex cases

Job Description

Estate Management Responsibilities

- Investigate and action any potential abandoned tenancies in line with policy and procedure
- Maintain clear records and the Abandonment Register for all investigated properties
- Work jointly with the housing assistant & take the lead on more complex estate issues or complaints
- Contribute ideas for improvement to the appearance of the estate

Tenancy Sustainment

- Work with partner agencies such as Wayfinder (housing support), Health & Social Care Connect, GCC Homeless service, & the Wise Group to resolve any potential sustainment issues
- Work in collaboration with the Community investment Team to support tenants.
- Liaise with solicitors on individual cases and take legal action as required

Job Description

Complaint Handling

- Empathetically process Stage 1 and possibly Stage 2 complaints in line with SPSO guidance.
- Log complaints on housing management software.

Line Management and Supervision

- Line manage and provide support to the Housing Assistant, this includes delegation of tasks and taking the lead on complex issues
- Carry out regular 1-2-1 meetings with the Housing Assistant including completion of PDP's / Appraisals
- Identify internal / external training as required
- Delegate tasks as appropriate to the Customer & Housing Support Services Assistant.

Job Description

General Duties

- Be able to give general advice on a wide range of housing management functions such as tenancy support, estate management, anti social behaviour, repairs, tenancy agreement queries etc.
- Attend partnership meetings or forums as required such as Police Scotland, DWP & other partner agencies
- To facilitate and encourage tenant participation in line with the association's Customer Engagement Strategy
- Contribute to the implementation and review of policies and procedures directly linked to the housing management function
- Contribute towards newsletters / leaflets / annual reports
- Carry out any other appropriate duty as requested by the Senior Housing Officer.

Key Relationships

- Tenants and other customers
- Director of Customer Services
- Senior Housing Officer
- Housing Team
- Asset Management Team
- Community Investment Team

Special Conditions

- You may occasionally be expected to undertake activities out with working hour's e.g. training, consultation's or critical incidents/emergency situations that may arise.
- To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and Key Competencies and as identified in the personnel development process.
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association.
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received.
- The Job Outline is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Chief Executive or Board of Management.

Person Specification - Housing Officer

Education & Qualifications	Essential	Desirable
English at National Level or equivalent	✓	
Working towards or willing to take on a relevant professional qualification	✓	
Full Driver's Licence	✓	

Experience	Essential	Desirable
Experience of working in a customer focused and performance driven environment	✓	
Experience of staff support & supervision		✓
Experience of working with partner agencies to access services or resources	✓	
Has knowledge of housing legislation and regulatory framework including the Scottish Social Housing Charter.	✓	

Person Specification - Housing Officer

Skills, Abilities & Personal Attributes	Essential	Desirable
Excellent communication skills – verbal, written, presentational & report writing	✓	
Excellent IT skills using software and Microsoft packages	✓	
Experience of Housing Management Systems (SDM or similar)	✓	
Ability to work flexibly & effectively plan & prioritise workload with minimal supervision	✓	
Ability to use professional judgement to achieve creative solutions and deliver great outcomes for our customers.	✓	
Ability to respond positively and flexibly to change	✓	

Commitment to Ardenglen Values	Essential	Desirable
Community & Customer Focussed	✓	
Accountable	✓	
Making a Difference	✓	
Innovative	✓	
Equal Access to Services for all	✓	
Treating our customers with respect	✓	

Basic Disclosure check may be carried out by the Association.

How to Apply

Ready to make a difference?

If you are interested in this opportunity, we would be delighted to hear from you. All the information required to apply for the **Housing Officer** role is provided in this section.

Curriculum Vitae (CV)

Applicants are required to submit an up to date CV. This should provide a clear record of your current or most recent position(s), with earlier career history (particularly roles held more than 15 years ago) summarised. The CV must highlight key achievements, demonstrating your skills, experience and professional impact. The document should not exceed two pages in length, with a maximum of three pages permitted.

Personal Statement

In addition to your CV, please provide a personal statement. This should set out your motivation for applying, outline why you are interested in this role and Ardenglen, and how your skills, experience and values connect to what we're looking for in the role. Your statement should be structured, concise and no longer than two pages.

How to submit

The deadline for submissions is Monday 9 November 2026 at 12 noon. Please ensure we receive your application in good time. We expect interviews to take place on Thursday 19 November 2026.

Please submit your CV and covering letter to: **recruitment@ardenglen.org.uk**

If you have any issues with your submission please contact Michelle Robertson on **0141 634 8016.**

Equality, Diversity and Inclusion

Ardenglen Housing Association welcomes applications from all backgrounds and is committed to fair, inclusive recruitment based on skills, knowledge and experience. We offer reasonable adjustments throughout the process. For support or this pack in an alternative format, please contact Michelle Robertson on 0141 634 8016.

Useful information

We want to make sure you have everything you need to get a clear picture of who we are, what we do, and where we're heading. Please find links to some of our key documents:-

- Business Plan Summary
- Customer Engagement Strategy
- Annual Report
- Annual Accounts
- Recruitment Video
- Organisational Chart
- Board Profiles

These resources will give you a good sense of:

- Our current priorities and future ambitions.
- Our financial performance.
- The difference we make in our communities.
- How our teams and leadership are structured.

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We encourage you to take some time to explore these documents – they'll give you a feel for our organisation, our values, and the context in which this important role will sit.

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Thank you and good luck with your application.