

ARDENGLLEN



Housing Assistant Recruitment Pack

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Welcome to Ardenglen Housing Association



Dear applicant,

Thank you for taking the time to consider our Housing Assistant 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 Colleague Team as **Housing Assistant**. This is a unique opportunity to support the delivery of our ambitious Integrated Asset Management Strategy, driving investment in safe, modern, and energy-efficient homes that meet the evolving needs of our tenants.

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 homes and communities.

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.

In 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 also opened our own community HUB in January 2026 which hosts a wide range of advice and community development opportunities.

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 serving 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.







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

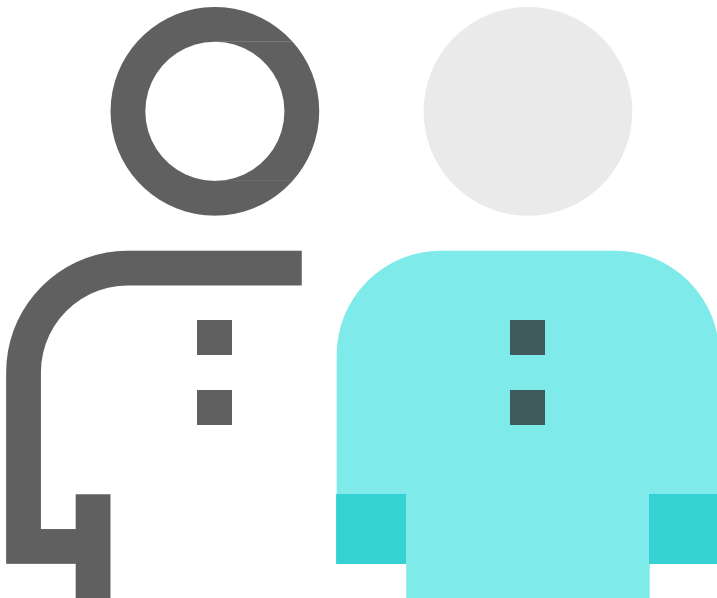


People Benefits

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 pilot
- Cycle to Work Scheme
- Volunteering Day (paid)
- HSF Perk Box



Housing Assistant

The Role

Reports to: Housing Officer

Salary: EVH Grade 6, PA17-PA20,
£36,517 - £39,921

Location: Castlemilk, Glasgow

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.

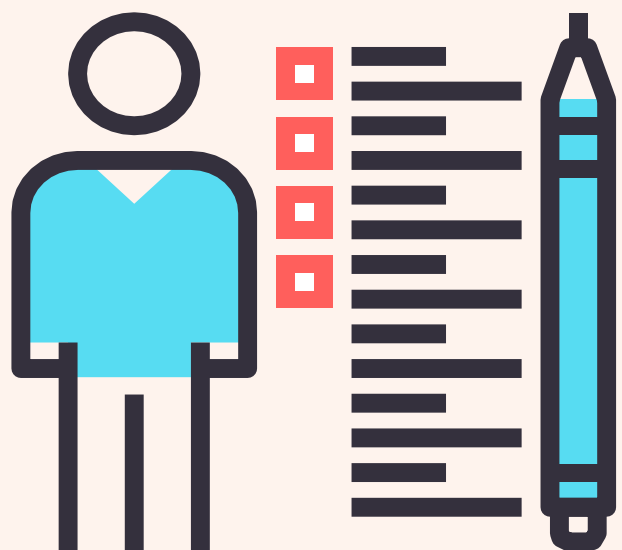
Now, we're looking for an **innovative, people-focused individual** to join our Colleague Team as Housing Assistant.



This is an exciting opportunity to work within a forward-thinking and collaborative customer services team to achieve the best possible outcomes for our customers.

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 Ardenglen One Team** with direct influence on business planning, risk management, and corporate strategy.
- EVH Grade 6, PA17-PA20, £36,517 - £39,921 generous wellbeing benefits, and the chance to make a lasting impact in Castlemilk.



Housing Assistant

The Role

As Housing Assistant, you'll:

- **Team Work:** Work closely with the patch Housing and Asset Officer(s) to manage and provide excellent customer service to our customers. As well as collaborating with the wider customer services team.
- **Support delivery of Housing Management Services:** Ensuring current and former rent arrears cases are actioned, housing applicants are assessed, regular estate management inspections carried out & managing low level ASB complaints.
- **Be performance focussed** to ensure our void rent loss and rent arrears levels minimised.
- **Deliver Excellent Customer Service:** Putting the customer at the heart of all decisions and ensuring they are treated with respect at all times.
- **Shape the future:** Play a key role in delivering Ardenglen's 5-year Business Plan by working to our Visions and Values, and actively contributing to our business improvement plans



Job Description

Job Title: Housing Assistant
Grade: E.V.H Grade 6
Responsible to: Housing Officer

Job Purpose

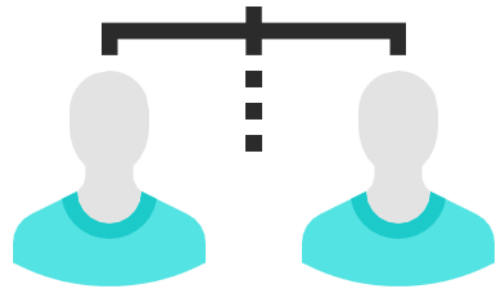
- To be responsible for the delivery of an efficient and effective housing management services putting customers at the forefront of service delivery.
- To deliver core housing management services in line with policies, procedures, legislation and good practice.
- To work proactively with the Customer 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 work closely with the patch Housing & Asset officer



Job Description

Rent collection & arrears control

- Be responsible for all aspects of rent arrears control for outstanding balances up to a specified level in line with the associations policy and procedures
- Monitor accounts using SDM / Rentsense and ensure caseload is actioned weekly using variety of contact methods to include home visits
- Seek assistance from the housing officer for any complex / difficult cases
- Make realistic and affordable repayment agreements with customers to reduce individual arrears
- Liaise with external agencies as required such as Glasgow City Council / DWP / Social Work Services
- Monitor the DWP UC portal for rent verifications / HB Self Service for overpayments / suspensions
- Assist customers with the completion of HB/DHP/UC applications online as required
- Monitor and action former tenant arrears caseload for the patch, taking appropriate action and liaise with the debt collection agency
- Regularly with the housing officer review prepayment cases over one month's rent and refund as necessary Make referrals to Association's Financial Inclusion /Energy Service to ensure maximum benefit uptake
- Order rent payment cards and complete direct debit requests as required



Tenancy Sustainment

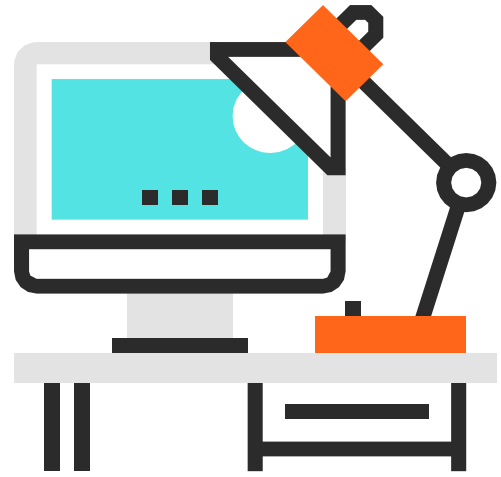
- Carry out a settling in visit within 6 weeks of the tenancy start, this workload will be shared by the assistant and officer.
- Assist the Housing Officer to monitor and manage any tenancies which could be at risk of failure. Liaise and make referrals as appropriate to inhouse and external services (Community Investment Team / Wise Group / Community Links etc)



Job Description

Service Complaints

- Empathetically take customer complaints and log on complaint database
- Problem solve and resolve complaints wherever possible to the satisfaction of the customer



Estate Management

- Undertake regular estate inspections as directed by the SHO / HO and invite customers to join you on site.
- Feedback to customers on the observations of your visit.
- Ensure all repairs identified from estate management visits are passed onto the Asset team for reporting.
- Log, investigate and conclude all customer complaints in relation to estate management issues in line with procedure and record on SDM.
- Investigate & action any low level or first occasion antisocial behaviour complaints, liaise with housing officer as necessary for any support.
- Feedback to the Asset team any issues surrounding the quality of landscaping and close cleaning contracts to ensure value for money is being obtained.
- Liaise with other external agencies as required such as GCC, to ensure each agency takes responsibility for its own services within our area.
- Highlight any persistent or recurring estate issues to the housing officer if a more strategic approach is required involving close meetings or extensive resident participation.



Job Description

Allocations

- Assist with any accompanied viewings in the absence of the Housing Officer
- Complete all tenancy sign-ups for the patch and ensure records are uploaded & filed on SDM
- Assess / check housing applications in line with the allocations policy and procedure
- Assist customers to apply for housing in person where assistance is needed.



General Duties

- Carry out any other duties which are reasonable within the scope of the grade as directed by the Housing Officer or Senior Housing Officer
- Be able to give general and consistent advice on a wide range of housing management functions in line with the tenancy agreement.



Special Conditions

- You may occasionally be expected to undertake activities out with working hour's e.g. training 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.
- You may be required on occasion to attend home visits with the Customer Services Team.
- 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 associate 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 Assistant

Education & Qualifications	Essential	Desirable
Educated to SQA higher level or equivalent	✓	
Hold full, clean driver's licence	✓	

Experience	Essential	Desirable
Experience of working in a customer focused and performance driven environment	✓	
Experience or knowledge of housing management processes such as rent collection, estate management and allocations	✓	
Experience of working with partner agencies to access services or resources	✓	
Knowledge of relevant housing legislation & good practice		✓

Skills, Abilities & Personal Attributes	Essential	Desirable
Excellent communication skills – verbal & written	✓	
Excellent IT skills using housing management software and microsoft packages	✓	
Ability to work flexibly & effectively plan & prioritise workloads with minimal supervision	✓	
Ability to work well within a small team	✓	
Ability to find solutions to complex issues	✓	
Ability to work professionally and calmly in dealing with customer queries and adopting a solutions based approach		

Commitment to Ardenglen Values	Essential	Desirable
Community & Customer Focussed	✓	
Accountable	✓	
Making a Difference	✓	
Innovative	✓	
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 Assistant** 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 **Friday 19 June at noon**. Please ensure we receive your application in good time.

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**.

Recruitment Process

Shortlisted candidates will be invited to attend a competency-based interview with the Senior Asset Officer and the Senior Housing Officer.

Interviews are expected to take place on Monday 29th June, in our Office in Castlemilk





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](#)
- [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.

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.

