

Housing Officer

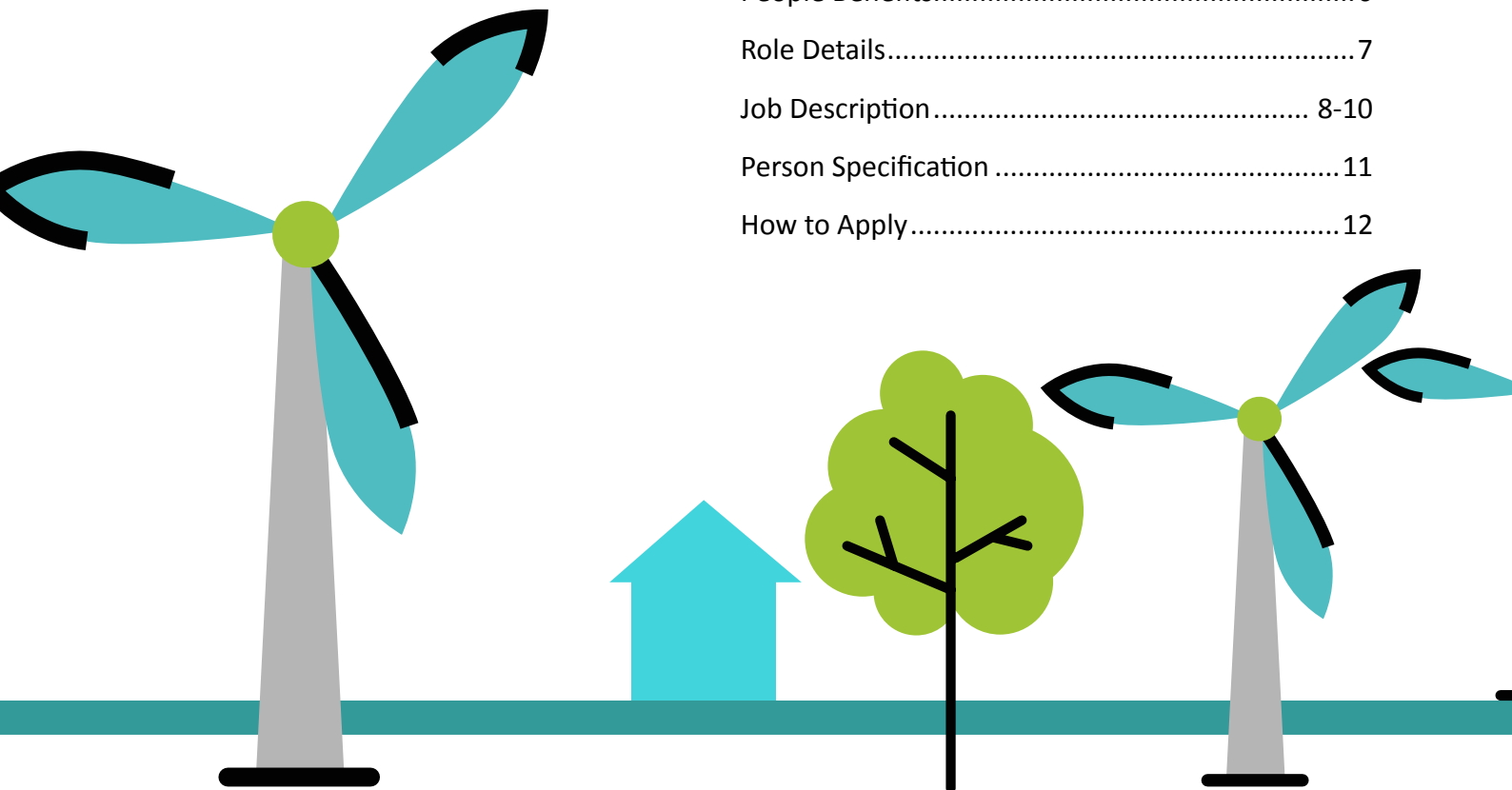
Recruitment Pack



What's Inside



Welcome	3
About Ardenglen	4
Our Vision and Values	5
People Benefits.....	6
Role Details.....	7
Job Description.....	8-10
Person Specification	11
How to Apply.....	12





Welcome

Dear Candidate,

Thank you for your interest in the Housing Officer post at Ardenglen Housing Association.

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 our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people 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're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

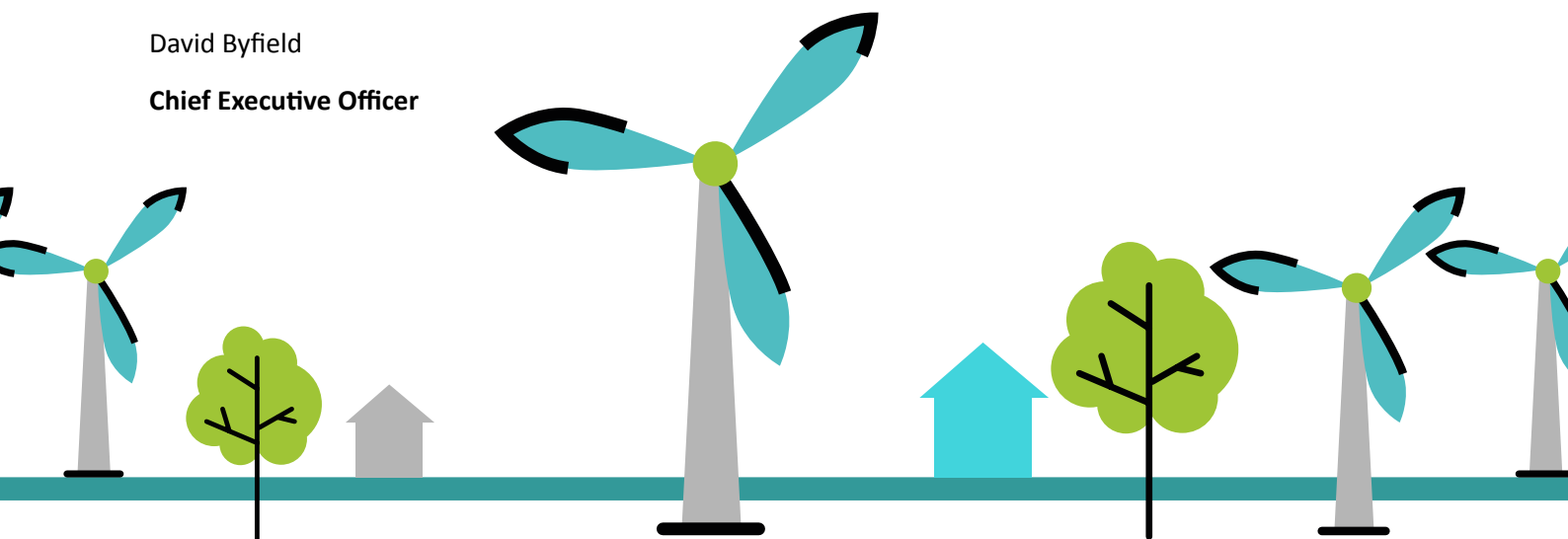
We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

Thank you for your interest and we look forward to hearing from you.

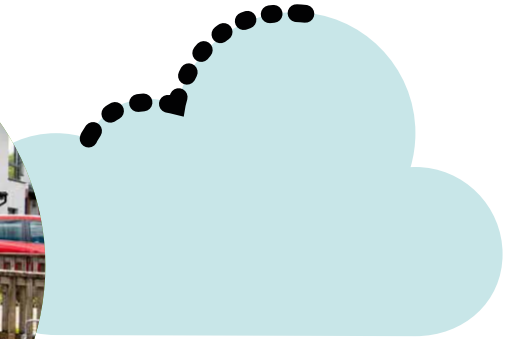
David Byfield

Chief Executive Officer





About Ardenglen



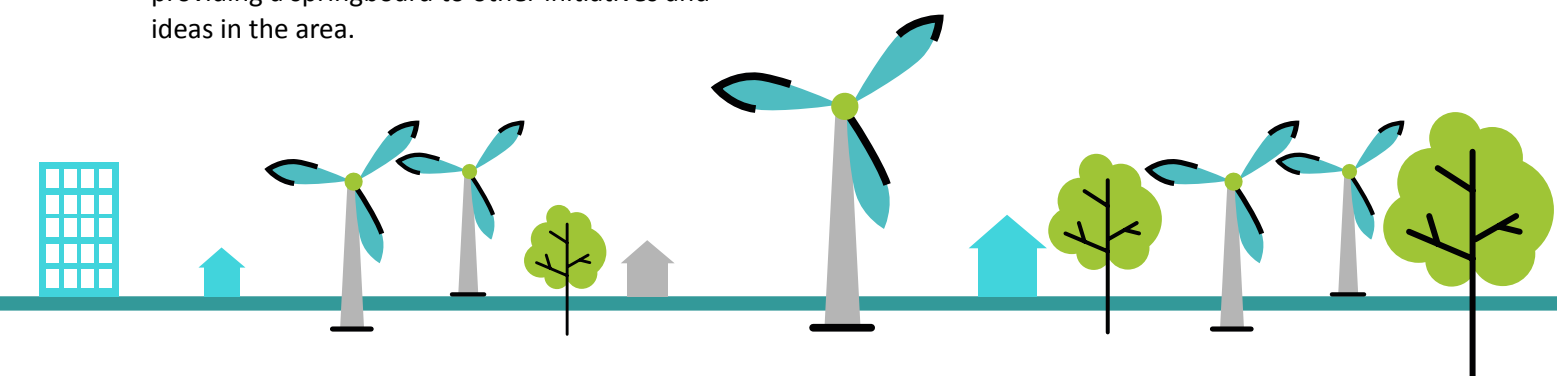
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

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. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

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.





Our Vision and Values



Vision:

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

Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





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
- HSF Health Plan and Perk Box
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service





Role Details

Housing Officer

Salary:

£40,635 - 44,619 per annum

EVH Grade 7 PA22-25

Contract:

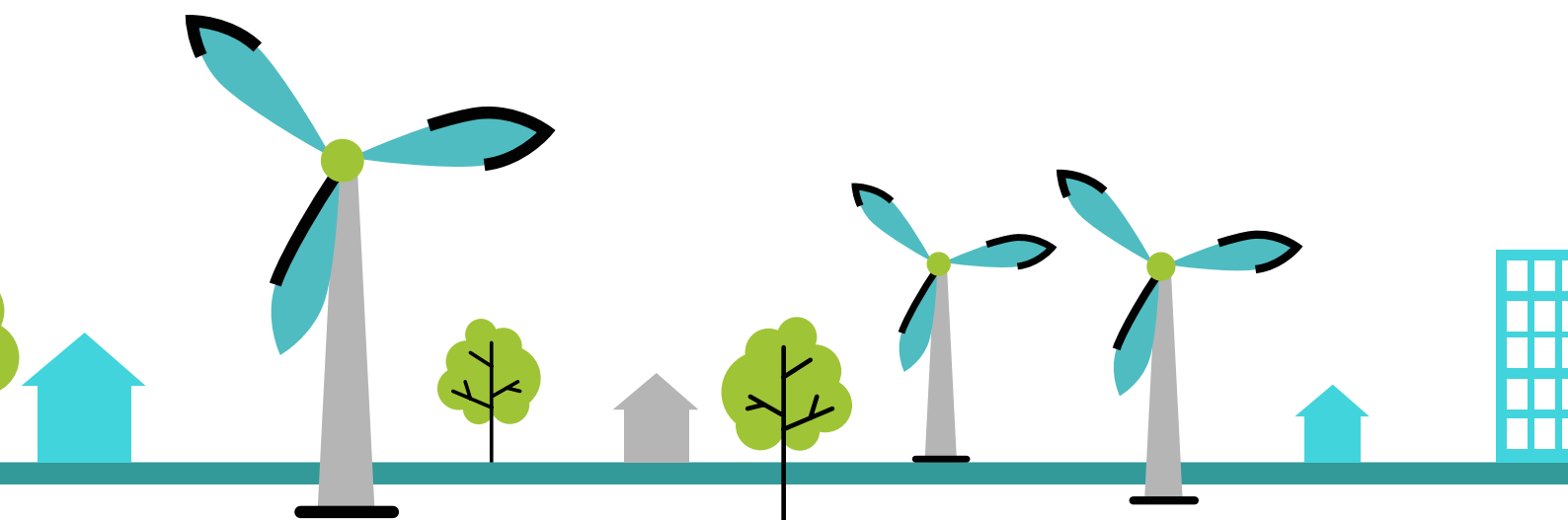
Permanent

Hours:

35 hours per week (flexi time in place)

Reporting To:

Senior Housing Officer

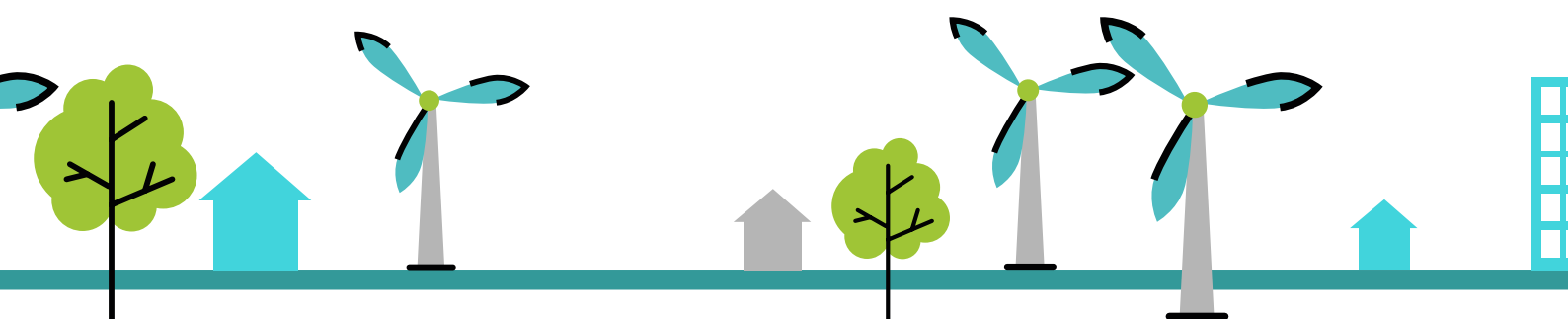


Job Description

Job Details			
Service Area:	Customer Services	Responsible for:	1x Housing Assistant
Grade:	EVH Grade 7 (PA22-25)	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary
<ul style="list-style-type: none"> To be responsible for the delivery of an efficient and effective housing management service putting customers at the forefront of service delivery. To collaborate with other members of the customer services and asset management team to achieve positive outcomes for customers & the community. You will be required to manage a generic workload within a patch and have line management responsibilities for a housing assistant.

Job Outputs	
The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.	
Key Tasks	Includes the requirement to:
Rent Collection and Arrears Management	<ul style="list-style-type: none"> Manage and Monitor arrears caseload weekly and ensure that action is escalated in line with the Association's rent arrears policy and procedure. Record all actions within the housing management software. Prepare and serve Notice of proceedings Attend court if required to provide evidence To liaise with the Association's Financial Inclusion Team or other external agencies to maximise income and benefit uptake by offering advice and assistance for Universal Credit, Housing & council Tax Benefit, Discretionary Housing Payments etc. To provide information to the Senior Housing Officer as required in terms of performance in arrears management. To repay / appeal against housing benefit and universal credit overpayments. To oversee recovery of former tenancy related debt and rechargeable repair debt & refund tenant prepayments



Job Description (continued)

Key Tasks	Includes the requirement:
Allocations and letting	<ul style="list-style-type: none"> Assess housing applications forms in line with our allocations policy Have a pro-active approach to allocating / letting properties, working closely with the asset team to minimise void rent loss. Carry out pre tenancy interviews as required Carry out transfer inspections to identify any issues and agree a plan to resolve in advance of tenancy end. 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 (shared with housing assistant) Liaise with GCC on section 5 referrals via the matching process To process in line with legislation all tenancy change requests within the timescales contained within the tenancy management policy Carry out new tenant settling in visits
Anti social behaviour	<ul style="list-style-type: none"> 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
Estate Management	<ul style="list-style-type: none"> Investigate and action any potential abandoned tenancies in line with policy and procedure 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	<ul style="list-style-type: none"> Work with partner agencies such as social work services, homelessness service, Wise Group to resolve any potential sustainment issues Work in collaboration with community investment team to maximise referrals for the pantry and pantry plus programme Liaise with solicitors on individual cases and take legal action as required
Complaints	<ul style="list-style-type: none"> Empathetically take customer complaints and log on housing management software Resolve complaints on the spot wherever possible to the satisfaction of the customer
Line Management & supervision	<ul style="list-style-type: none"> Line manage and provide support to the patch housing assistant, this includes delegation of tasks and taking the lead on complex issues Carry out regular 1-2-1 meetings with patch housing assistant including completion of PDP's / Appraisals



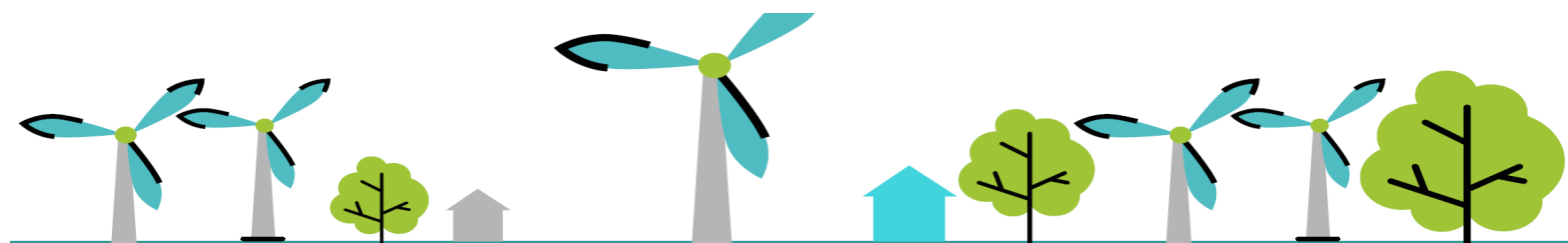
Job Description (continued)

	<ul style="list-style-type: none"> • Identify internal / external training as required • Delegate tasks as appropriate to the Customer Services Assistants
General Duties	<ul style="list-style-type: none"> • 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, DWP etc • To facilitate and encourage tenant participation in line with the association's 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/ promotion of My Home • Carry out any other appropriate duty as requested by the Senior Housing Officer
Key Relationships	
<ul style="list-style-type: none"> • Tenants and other customers • Director of Customer Services • Senior Housing Officer • Housing Team in particular patch assistant • Asset Management Team • Internal Teams 	
Special Conditions	
<ul style="list-style-type: none"> • 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

Criteria	Essential / Desirable	Assessed at
Education/Qualification/Driver's Licence		
Educated to SQA/ Higher Level	D	CV
Working towards or have a relevant professional qualification in place	E	CV
Hold Full Driver's Licence	E	CV
Knowledge & Experience		
Experience of working in a customer focused and performance driven environment	E	CV / personal statement
Experience of staff support & supervision	D	CV /personal statement /Interview
Experience of working with partner agencies to access services or resources	E	CV/Personal Statement / Interview
Has knowledge of housing legislation and regulatory framework including the Scottish Social Housing Charter.	E	CV/Personal Statement / Interview
Skills & Abilities		
Excellent communication skills – verbal, written, presentational & report writing	E	CV/Personal Statement / Interview
Excellent IT skills using software and Microsoft packages	E	CV/Personal Statement / Interview
Experience of Housing Management Systems (SDM or similar)	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan & prioritise workload with minimal supervision	E	CV/Personal Statement / Interview
Ability to use professional judgement to achieve creative solutions and deliver great outcomes for our customers.	E	CV/Personal Statement / Interview
Ability to respond positively and flexibly to change	E	CV/Personal Statement / Interview
Commitment to Ardenglen Values		
<ul style="list-style-type: none"> Community & Customer Focussed Accountable Making a Difference Innovative Equal Access to Services for all Treating our customers with respect 	E	CV/Personal Statement / Interview



How to Apply

