

Housing Assistant

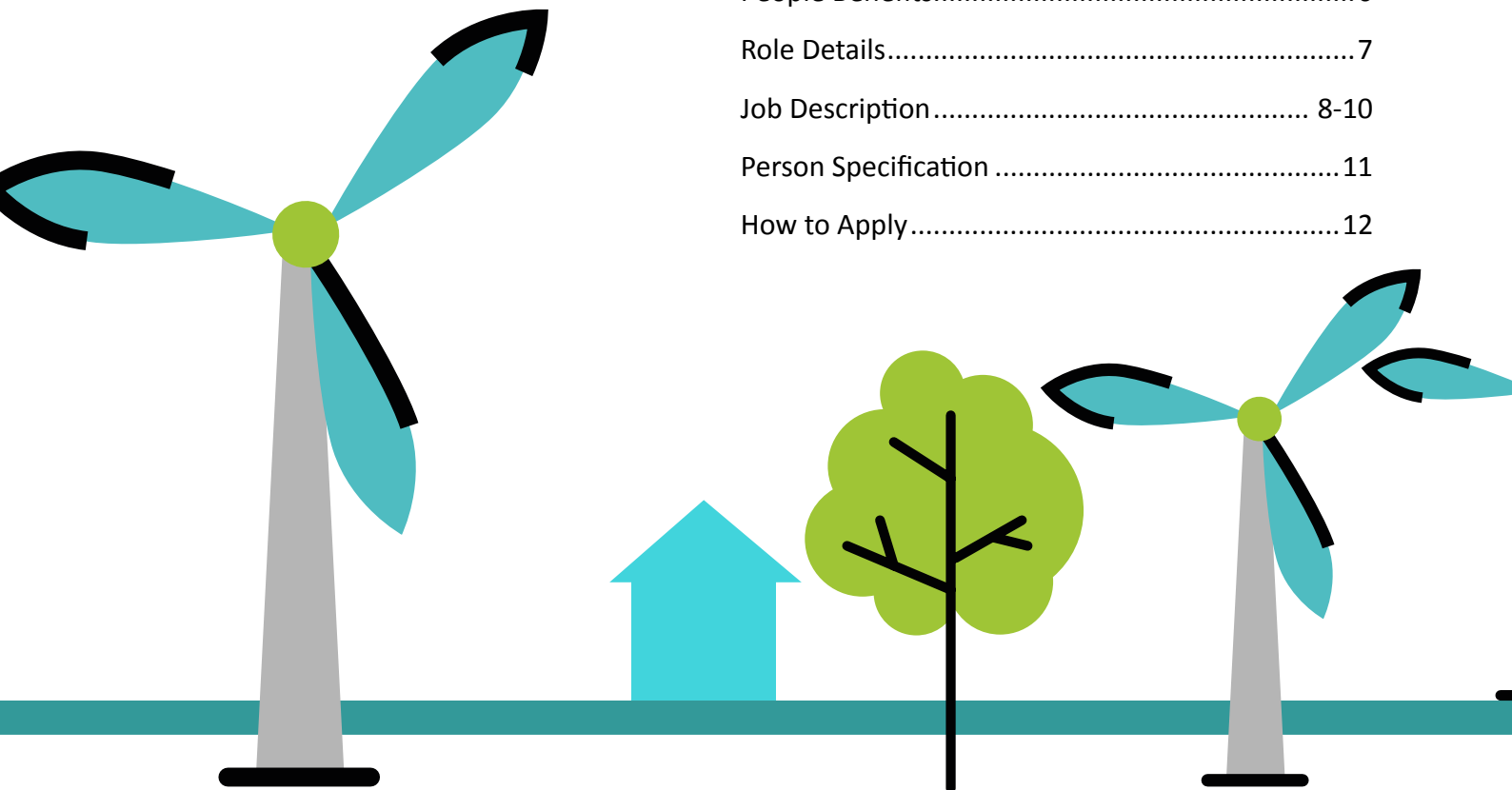
Recruitment Pack



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 Assistant 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.

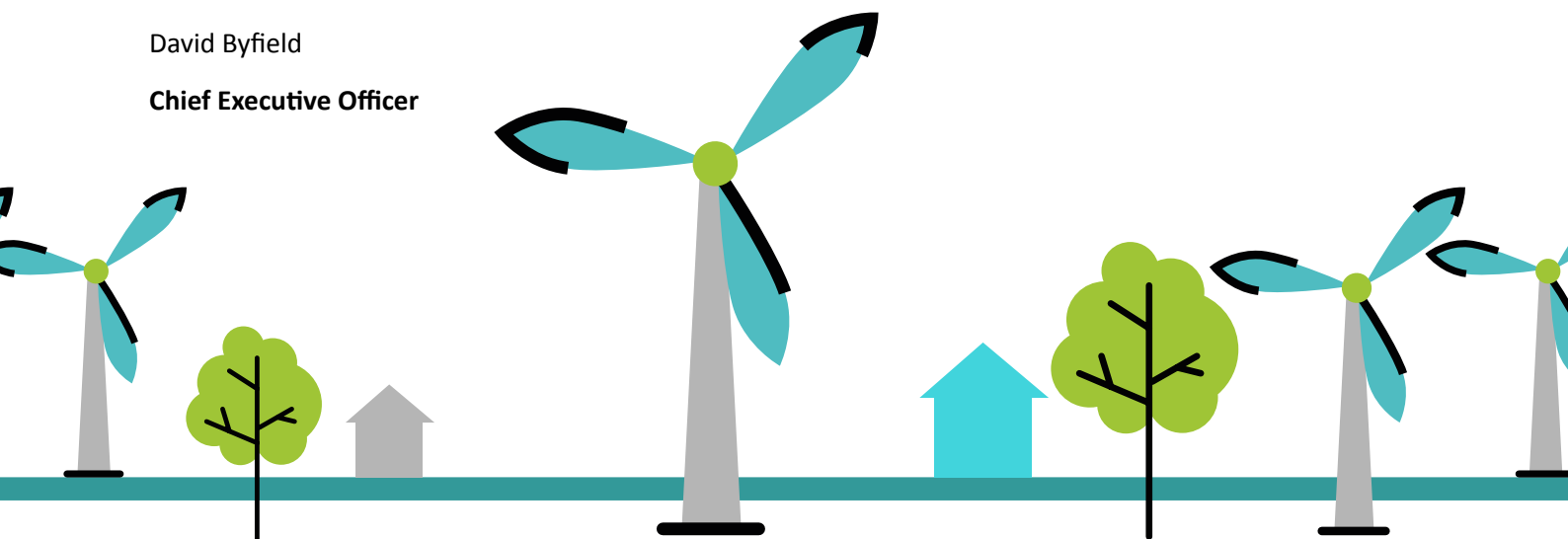
We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

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.

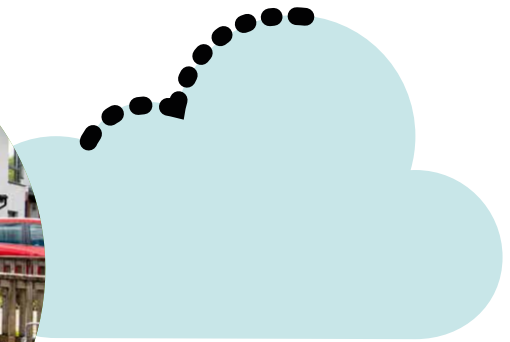
David Byfield

Chief Executive Officer





About Ardenglen



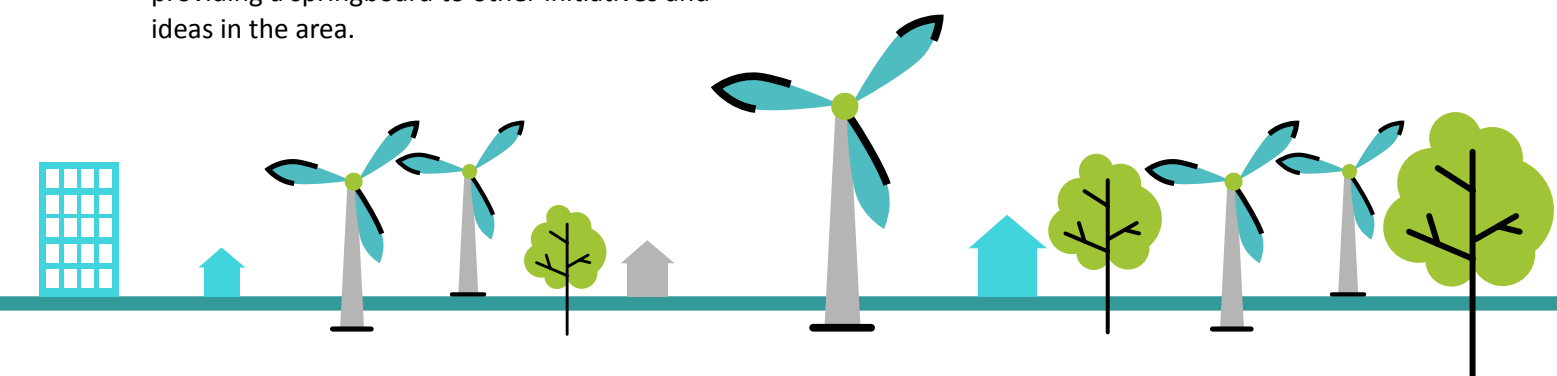
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

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





Role Details

Housing Assistant

Salary:

£34,745 - £37,984 per annum

EVH Grade 6 PA18-21

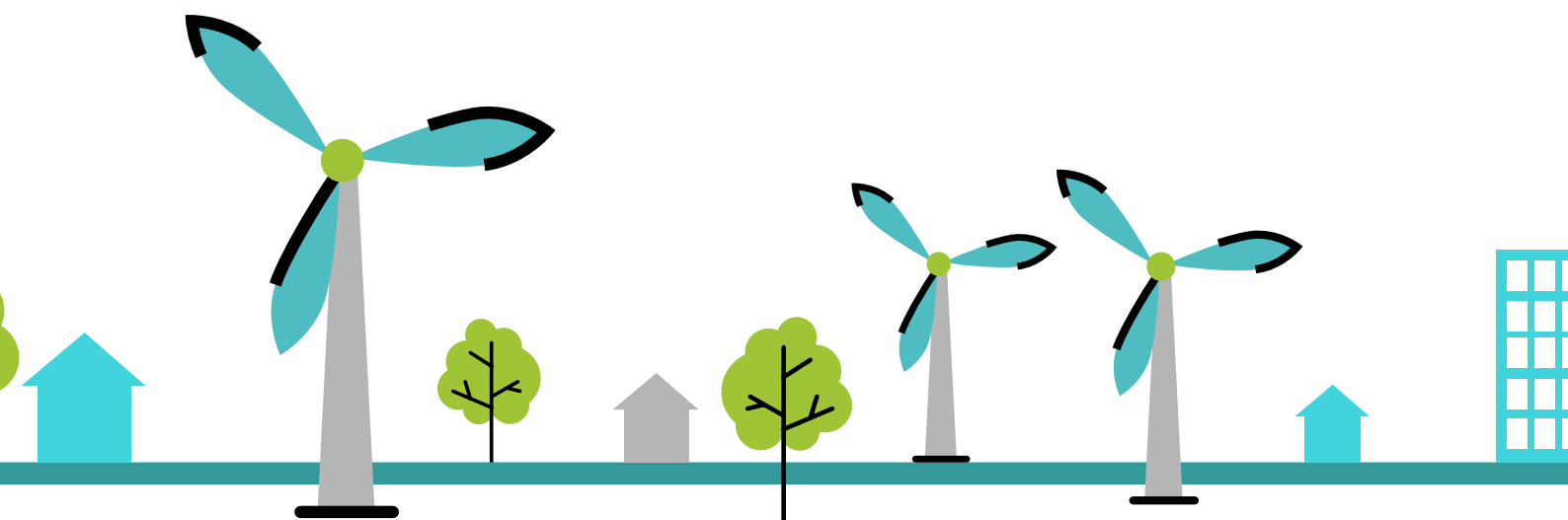
Contract: Permanent

Hours:

35 hours per week (flexi time
in place)

Reporting To:

Senior Housing Officer



Job Description

Job Details			
Service Area:	Housing Assistant	Responsible for:	None
Grade :	EVH Grade 6 PA26-29	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary	
<ul style="list-style-type: none"> To work closely with the patch Housing Officer to manage and provide excellent customer service to our customers. To work collaboratively with the wider Customer Services Team and Asset Team to ensure positive outcomes are obtained for our customers. Be performance focussed to ensure our void rent loss and rent arrears levels are minimised. 	
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 & arrears control	<ul style="list-style-type: none"> 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 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 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



Job Description

Estate Management	<ul style="list-style-type: none"> • Undertake regular estate inspections as directed by the SHO 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 anti-social 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.
Tenancy Sustainment	<ul style="list-style-type: none"> • All new tenants must receive 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. Laise and make referrals as appropriate to inhouse and external services (Community Investment Team / Wise Group / Community Links etc)
Service Complaints	<ul style="list-style-type: none"> • Empathetically take customer complaints and log on complaint database <p>Problem solve and resolve complaints wherever possible to the satisfaction of the customer</p>
Allocations	<ul style="list-style-type: none"> • 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 onto SDM • Assess / check housing applications in line with the allocations policy and procedure <p>Assist customers to apply for housing in person where assistance is needed</p>
General Duties	<ul style="list-style-type: none"> • Carry out any other duties which are reasonable within the cope 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



Job Description

	<ul style="list-style-type: none">• Contribute towards the quarterly newsletter by providing articles• Assist with any review of procedures and systems.
<p>Ardenglen Housing Association will develop as an organisation to deliver its long terms aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job role.</p>	
Key Relationships	
<ul style="list-style-type: none">• Tenants and other customers• Senior Housing Officer• Customer Services Team• Internal Teams• Contractors	
Special Conditions	
<ul style="list-style-type: none">• 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	

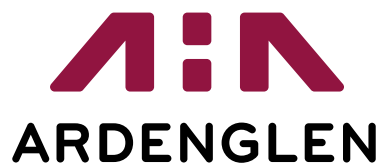


Person Specification

Criteria	Essential / Desirable	Assessed at
Qualification's / Driving		
Educated to SQA higher level or equivalent	E	CV
Hold full, clean driver's licence	E	CV
Knowledge & Experience		
Experience of working in a customer focussed and performance driven environment	E	CV / personal statement / Interview
Experience or knowledge of housing management processes such as rent collection, estate management and allocations	E	CV /personal statement /Interview
Experience of working with partner agencies to access services or resources	D	CV/Personal Statement / Interview
Knowledge of relevant housing legislation & good practice	D	CV/Personal Statement / Interview
Skills & Abilities		
Excellent communication skills – both verbal and written	E	CV/Personal Statement / Interview
Excellent IT skills using housing management software and microsoft packages	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan & prioritise workload with minimal supervision	E	CV/Personal Statement / Interview
Ability to work well within a small team	E	CV/Personal Statement / Interview
Ability to work professionally and calmly in dealing with customer queries and adopting a solutions based approach.	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



To apply for this role, please submit
a CV and covering letter to
recruitment@ardenglen.org.uk detailing
your skills and experience
in line with the job description
& person specification.

**Thank you and good luck
with your application.**