

Cernach Housing Association

Housing Officer March 2026

Job Description

Job Title **Housing Officer (HO) Part time - Job share**

Grade: **EVH Grade 7 – PA22 to PA25**

Responsible to: **Senior Housing Officer**

1. **Aims and objectives of the post and obligations of the post holder**

- 1.1 The post holder is part of the Housing Management Team, which is made up of 3 full-time Housing Officers, 2 x job share Housing Officers, one Assistant Housing Officer and one Welfare Rights and Tenancy Sustainment Officer. The team is managed by the Senior Housing Officer and overall responsibility lies with the Operations Manager.
- 1.2 The Senior Housing Officer will be the formal line manager for the Housing Officer (HO).
- 1.3 The HO will be expected to have an awareness of legal, regulatory, and best practice requirements as they relate to the post. Also to contribute to the successful delivery and achievement of strategic and operational objectives.
- 1.4 The Association operates a dress code requiring staff to dress in a neat, tidy and business-like fashion at all times.
- 1.5 The Association is committed to training and developing staff to meet business objectives and improve business performance. The HO will be required to undertake training, as requested, to ensure s/he continues to have the relevant skills and knowledge to be able to perform his/her role in an effective manner. All training approved by the Association will be at the Association's cost and in the Association's time.
- 1.6 It is important to note that the duties outlined in this document do not form part of a contract and must be viewed as an indication of the basic duties of the post. For example, staff members may be required to cover the work of others in the event of absence. In the event of any confusion or lack of clarification, the HO should liaise with his/her line manager in the first instance.

1.7 Sections 2 to 9 outline the housing management duties and general and

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administrative elements of the post.

2. Allocations and Void Management

2.1.1 The following are the key tasks related to allocations and void management:

- a) To provide housing advice to current and prospective applicants.
- b) To carry out efficient allocation of all new and existing properties within agreed quotas and timescales.
- c) To carry out termination of tenancy process, including pre-void inspections, maintain the Association's void management records efficiently and with accuracy using the excel Voids & Relets register and SDM Voids module.
- d) To carry out all pre-allocation visits within agreed timescales.
- e) To assist in the sign-up process in the absence of the Assistant Housing Officer.
- f) Carry out settling-in visits within agreed timescales to provide support and advice for new tenants.
- g) To administer all requests for internal transfers, mutual exchanges, sub-lets, assignments and terminations in your patch within agreed timescales.
- h) To implement the Association's allocations policy and help maintain the housing lists and other records on allocations and refusals.
- i) To take responsibility for the effective control of voids and ensure that the Association minimises its rental loss by allocating vacant properties timeously.
- j) Investigate abandoned houses and implement correct legal procedures where necessary.

3. Rent Management

3.1 The following are the key tasks related to rent management:

- a) To contribute to the development of, and to implement, the Association's policy and procedures on rent arrears for current, former tenant and shared ownership accounts.

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- b) To be responsible for the effective management of rent arrears / rent credits in your patch including current, former tenant and shared ownership and to ensure that welfare benefit take up is maximised.
- c) To progress appropriate action for rent arrears regularly on a weekly basis and provide arrears updates to the Senior Housing Officer on a regular basis.
- d) To provide regular monthly written reports on arrears and void levels.
- e) To post rent and factored payments on a daily basis into the SDM computerised rent system.
- f) To monitor tenants' and sharing owners' rent accounts in your patch and pursue arrears vigorously by home visits, appointments and by letter. Confirm all arrangements and follow up no access visits in writing and ensure that robust audit trails are maintained.
- g) To run the monthly rent debit in conjunction with the Finance Officer.
- h) To provide advice and assistance to tenants on Housing Benefit / Universal Credit and other welfare benefits in conjunction with the Welfare Benefits and Tenancy Sustainment Officer.
- i) To liaise with Glasgow City Council and the DWP on housing costs and Arrears Direct payments.
- j) To sign post debt counselling and money advice for tenants where necessary.
- k) To prepare pre-action requirements 1 and 2, preparing Notices of Intention to raise proceedings and instruct Sheriff's Officers.
- l) To instruct solicitors acting for the Association in relation to legal action.
- m) To receive and process rental and factoring payments made at the office, in accordance with the Association's financial procedures.
- n) To participate in the rent consultation process and advise tenants of new rent increases at time of the rent review. Advise owners of any changes to factoring charges following review of management fees.

- o) Any other reasonable duties related to income management.

4. Estate management

4.1 The following are the key tasks related to estate management:

- a) Carry out regular estate inspections within the stock area and follow up on persistent or serious estate management concerns to address breaches of tenancy progressing to legal action if required and ensure Deeds of Conditions for owners are adhered to.
- b) Maintain accurate records and audit controls of estate management matters and collate reporting data.
- c) Consult with all appropriate external agencies and contractors in relation to addressing environmental health and cleanliness issues and monitor work carried out by these agencies to ensure the estate is maintained to a high standard.
- d) Deal with day-to-day tenant and resident enquiries relating to estate management matters and action accordingly.
- e) Work closely with the maintenance team to ensure that relevant common repairs are dealt with efficiently and effectively to maintain the stock.
- f) Manage and maintain work orders raised for the Association's contractor in relation to bulk uplifts.

5. Anti-social behaviour, neighbour disputes and harassment

5.1 The following are the key tasks related to anti-social behaviour, neighbour disputes and harassment:

- a) Responsible for the effective management and investigation of anti-social behaviour, neighbour disputes and harassment incidents, whilst maintaining accurate records and outcomes to provide appropriate response in accordance with the Association's procedures.
- b) Utilise a variety of legal and non-legal resolution methods including mediation when dealing with disputes.
- c) Liaise with colleagues within Police Scotland, Glasgow City Council, Social Work, elected members and any other external stakeholders to address anti-social behaviour concerns within the stock.
- d) Prepare serious anti-social behaviour cases for court action including ensuring sufficient evidence gathering and seek legal advice as appropriate.

- e) Monitor timescales and progress on anti-social behaviour and neighbour disputes and relay key performance indicators to Management Committee.

6. Tenancy Sustainment

6.1 The following are the key tasks related to tenancy sustainment:

- a) To work with all new tenants in your patch to ensure that they are aware of their rights and obligations in relation to the tenancy agreement, particularly in relation to rent and housing costs.
- b) Undertake programmed tenancy inspection visits and ensure that any support needs or problematic cases are identified and followed through to resolution.
- c) To ensure that all tenants are aware of the various ways in which the Association can offer support to help them sustain their tenancies.
- d) To make sure that tenants' incomes are maximised, particularly in relation to welfare benefits and to signpost them to our Welfare Benefit & Tenancy Sustainment Officer (and external agencies) for further advice and assistance on benefits available.
- e) To raise awareness of non-financial means of support to help tenancy sustainment, such as medical adaptations, neighbour disputes policy, agencies that can assist tenants with addiction or mental health issues, etc.
- f) To contribute to any corporate strategies relating to tenancy sustainment.
- g) To suggest ways in which the Association can improve tenancy sustainment levels.
- h) Any other reasonable duties related to tenancy sustainment.

7. Resident participation

7.1 The following are the key tasks related to resident participation:

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- a) To liaise with the appropriate statutory and voluntary agencies to ensure that all residents in your patch receive the appropriate level of advice and support.
- b) To service tenants/residents groups set up by the Association.
- c) To contribute to the preparation of information leaflets, quarterly newsletters and articles for social media / website.
- d) To encourage customers to participate with regard to The Scottish Social Housing Charter – Outcome 3. Participation; “...tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with”.
- e) Any other reasonable duties related to resident participation.

8. Other Housing Management Duties

8.1 The following are some key tasks in relation to housing management general duties

- a) Prepare reports for the Operations Sub Committee and attend meetings in the absence of the Senior Housing Officer, including minute taking and presenting reports.
- b) Assist with the collation of returns to the Scottish Housing Regulator (SHR) to include the Annual Return on the Charter (ARC) and any ad-hoc returns.
- c) Monitor the Association’s sustainability fund to assist tenants to sustain their tenancies by funding new floor coverings etc.
- d) Carry out distribution of any funding secured by the Association for fuel support etc.
- e) Conduct monthly tenancy inspections to assess tenancy sustainability, satisfaction levels with the service and report any repairs issues to the maintenance team.
- f) Contribute to the Association’s targets in relation to housing management.
- g) Contribute to the development of policies and procedures for Housing Management and Corporate issues.
- h) Participate and contribute to ad-hoc working groups, team and staff meetings.
- i) Provide office cover for Housing Management team.

9. General and administrative

- 9.1 The following are the key tasks related to the general and administrative elements of the post:
- a) Comply with the Association's policy on equality and human rights.
 - b) Respond to and take ownership of customer complaints in accordance with our Model Complaints Handling Procedure.
 - c) Provide telephone cover to other teams as required and reception cover in the absence of Corporate Services team.
 - d) Be responsible for the security and protection of customers' and the Association's information in line with GDPR and data protection principles.
 - e) Observe the highest standards of confidentiality at all times.
 - f) Be responsible for the security of the office along with all staff members.
 - g) Participate in training, attend conferences, networks and forums.
 - h) Maintain a level of knowledge and skills to complete your duties effectively and efficiently.
 - i) Participate in all health & safety training deemed appropriate and report any non-compliance or concerns in line with the H&S responsibilities
 - j) Contribute to the overall activities of Cernach HA and be an ambassador.
 - k) Carry out any other relevant duties as deemed appropriate by the Director, Operations Manager and/or Senior Housing Officer as appropriate to the post.

10. Review

This job description will be subject to review in March 2028 to ensure that it continues to meet the Association's business requirements and takes account of the post holder's skills and strengths. There will be consultation with the post holder prior to any review taking place.