

# Housing Officer part-time job share – March 2026

## Person Specification



### Skills and experience

Essential Criteria
Experience of working within the registered social landlord sector and/or local authority in a housing management role
Proven ability to effectively manage rent accounts and arrears recovery/court action
Understanding of Housing law, the Scottish Social Housing Charter and the Annual Return on the Charter (ARC)
Working knowledge of housing benefits and universal credit/Welfare reform
Customer centered approach with strong verbal and written communication and interpersonal skills
Ability to work under pressure to meet deadlines in a fast-paced environment and use your initiative to find solutions
Experience of dealing with a variety of tenancy changes which can occur over the lifetime of a tenancy in line with Housing law and best practice
Ability to take ownership and resolve customer complaints and strive to achieve positive outcomes for customers
An effective team player with an ability to collaborate with other internal departments and external agencies.
Have a flexible, confident, pragmatic, solution focused approach and assertive manner
Ability to attend evening and/or weekend meetings, as required
Desirable Criteria
Degree or post-graduate qualification in a relevant discipline or equivalent
Experience of dealing with anti-social behaviour complaints
Experience of the SDM housing software package
Ability to collate statistical data to produce reports on performance and a commitment to seek improvements
Highly developed ICT skills and knowledge of MS Office (or similar)