

Job Profile

Job details			
Job Title	Housing Officer		
Section	Housing		
Report to	Senior Housing Officer		
Grade	EVH Grade 7		
Hours of work	35 p/w with Flexi Time.		
Place of work	Ralston House, Cyril Street, Paisley, PA1 1RW		
Disclosure Level	PVG	Date Reviewed	May 2026

Person Specification

Education and Experience

Essential

- Educated to SCQF Level 6–7 (e.g., Highers, HNC/HND or equivalent experience)

Desirable

- Housing Qualification (CIH level 3, 4 or above)
- Experience delivering generic housing management, including arrears, allocations, ASB, estate management and tenancy sustainment
- Experience managing complex cases, including legal action, multi-agency work and crisis situations
- Experience working in a regulated housing environment

Knowledge, Skills and Abilities

Essential

- Strong knowledge of housing law, tenancy enforcement and ASB legislation
- Understanding of allocations policy, void management and homelessness duties
- Knowledge of income management, arrears recovery and early intervention approaches
- Strong decision-making skills, including assessing risk and escalating appropriately
- Understanding of safeguarding, vulnerability and multi-agency working
- Excellent communication skills, including negotiation, conflict resolution and report writing

Desirable

- Knowledge of Section 5 referrals, nominations agreements and local housing strategies
- Awareness of welfare benefits and financial wellbeing issues affecting tenants

Values and Attitudes

Essential

- Demonstrates empathy with WHA's values

Other Essential

- Ability to work flexibly, including occasional evenings and community events
- Ability to travel within the WHA area as required
- Commitment to maintaining confidentiality and GDPR compliance
- Full UK driving licence and access to a car

Job Outputs

Summary of Core Responsibilities

Responsible for delivering a high quality, customer-focused housing management service within a defined patch, with full ownership of tenancy and neighbourhood management, including income, lettings, estate management, tenancy sustainment and anti-social behaviour.

Manage the allocations and lettings function within the patch, ensuring void properties are let efficiently and in line with policy, with administrative and process tasks delivered through the Assistant Housing Officer.

Provide line management to an Assistant Housing Officer, ensuring effective triage, workload management and consistent service delivery.

Work collaboratively with colleagues and under the guidance of the Senior Housing Officer to deliver performance targets and a positive customer experience.

Ensuring you understand your responsibilities for Health and Safety at work as well as operating with an awareness of inclusiveness, equality and diversity in all areas of responsibility.

Ensure Health and Safety issues are identified and adhered to when delivering projects and undertake appropriate risk assessments in advance to ensure that safe working practices are always adhered to for Williamsburgh Housing Association.

Key Tasks

Tenancy & Neighbourhood Management

- Maintain regular contact with tenants within the designated patch.
- Undertake tenancy visits and home visits as required.
- Identify tenancy risks and take early intervention action.
- Provide advice and support on all tenancy matters.
- Promote tenancy compliance and sustainment.
- Maintain a visible and accessible presence within neighbourhoods.
- Take appropriate action on breaches of tenancy conditions.

Rent Arrears Management

- Monitor rent accounts and identify cases requiring intervention for cases over and above £500.
- Carry out arrears visits and engage with tenants.
- Negotiate and monitor repayment arrangements.
- Escalate arrears cases in line with policy.
- Prepare and progress cases for legal action.
- Attend court as required.
- Liaise with Financial Wellbeing colleagues and relevant external agencies.
- Identify early indicators of financial difficulty and take preventative action.
- Monitor all rent accounts that are in credit
- Authorise write off's and prepare report to Senior Housing Officer
- Proactively pursue outstanding balances for re-chargeable repairs

Allocations and Void Management

- Ensure void properties are re-let efficiently and within agreed timescales.
- Oversee the allocations process within the patch.
- Select suitable applicants for properties in line with policy.
- Monitor progress of all void properties and take action to minimise delays.
- Undertake viewings and tenancy sign-ups.
- Create new tenancies on the Housing Management system
- Liaise with Development Section regarding new build properties and regeneration areas.
- Identify properties for potential lettings initiatives and discuss with the Senior Housing Officer.
- Ensure new build properties are let with minimal or no void period.
- Maintain oversight of pre-let activity following tenancy termination and carry out a pre-term visit
- Prepare report to Senior Housing Officer for all Management Transfers and Exceptional Housing Needs for authorisation

Estate Management

- Carry out regular estate inspections within the patch, report repairs and environmental issues and monitor completion.
- Identify and address environmental and neighbourhood issues.
- Work in partnership with Property Services / Estates Team on estate matters.
- Identify and investigate abandoned properties
- Follow abandonment procedures where required.
- Liaise with external agencies on estate related issues, including pest control.
- Promote high standards within neighbourhoods.
- Process and manage invoices for estates services including cleaning and ground maintenance on an ad-hoc basis
- Ensure invoices are accurate, approved and processed within required timescale
- Liaise with contractors and colleagues to resolve invoicing queries
- Support Property Services to gain access to properties to carry out EICR's, Gas Servicing, Repairs and anything relating to compliance.

Anti-Social Behaviour & Tenancy Enforcement

- Investigate complaints relating to anti-social behaviour and neighbour disputes for all Cat A & Cat B complaint
- Take a proactive approach to resolving cases.
- Manage cases in line with policy and within timescales.
- Liaise with Police, Local Authority and partner agencies.
- Prepare and progress enforcement and legal action where required.
- Attend case conferences and multi-agency meetings.

Tenancy Sustainment and Vulnerability

- Identify vulnerable tenants and those requiring additional support.
- Carry out an annual visit to all tenants within your patch
- Provide initial assessment of tenant needs and risks.
- Refer to Financial Wellbeing or external specialist services where needed.
- Work with partner agencies to support tenancy sustainment.
- Manage complex cases involving vulnerability and crisis situations

Tenant Engagement

- Provide advice and assistance to tenants on all housing matters.
- Support tenant participation and engagement activities.
- Work with the Customer Engagement Officer to support community initiatives
- Gather and respond to tenant feedback.

Management of Assistant Housing Officer

- Provide line management, supervision and support to the dedicated Assistant Housing Officer.
- Set clear objectives and monitor performance.
- Conduct regular one to one meetings and performance reviews.
- Allocate and monitor workload.
- Ensure effective triage of enquiries and casework.
- Oversee quality and accuracy of work.
- Provide guidance on cases and escalate issues where required.
- Support training and development.
- Ensure effective communication between roles.

Partnership Working

- Liaise with internal departments to support service delivery.
- Work with external agencies to support tenants and communities.
- Contribute to a coordinated and joined-up approach to housing management.

Performance & Service Delivery

- Deliver performance targets within the patch.
- Monitor workload and prioritise effectively.
- Maintain accurate case records.
- Work collaboratively with other Housing Officers and Assistant Housing Officers to provide a consistent, proactive customer experience.
- Contribute to consistent service delivery and customer experience.
- Provide information to support organisational reporting where required.
- Responsible for all stage 1 complaints and any complaint relating to an Assistant Housing Officer.

General

- Ensure enquiries are dealt with efficiently and within timescales.
- Attend meetings and training as required.
- Provide cover for colleagues as required.
- Contribute to policy and procedure development.
- Support the preparation of reports and statistical information
- Undertake any other duties as required by the Senior Housing Officer or Housing Manager.

Staff Management

Assistant Housing Officer

Monthly 121 meetings

Annual Appraisal

General Support

Housing Officer will report directly to Senior Housing Officer