

Job Profile

Job details			
Job Title	Assistant Housing Officer		
Section	Housing		
Report to	Housing Officer		
Grade	EVH Grade 6		
Hours of work	35 p/w with Flexi Time.		
Place of work	Ralston House, Cyril Street, Paisley, PA1 1RW		
Disclosure Level	Basic	Date Reviewed	June 2026

Person Specification

Education and Experience

Essential

- Educated to SCQF Level 5–6 (e.g., National 5s / Highers or equivalent experience)
- Experience in a customer-facing role in Housing
- Experience working with people in challenging or sensitive situations

Desirable

- Housing-related qualification (e.g., CIH Level 2 or 3)
- Training in customer service, ASB awareness, tenancy sustainment, or income management

Knowledge, Skills and Abilities

Essential

- Strong customer service skills, with the ability to communicate clearly and professionally
- Ability to manage a busy and varied workload, prioritising tasks effectively
- Competent in using Microsoft Office, digital tools and housing management systems (training provided)

Desirable

- Knowledge of housing law, allocations policy, and tenancy rights/responsibilities
- Awareness of welfare benefits, Housing Benefit and Universal Credit
- Understanding of complaints handling and customer care standards

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

To support the delivery of a high quality, customer-focused housing management service by providing first point of contact, triage, administrative support and coordination across all areas of housing services including rent accounts, lettings, estate management and tenancy services.

- To undertake initial casework and resolve straightforward enquiries, escalating more complex or high-risk matters to the Housing Officer.
- To support the efficient delivery of the allocations and lettings process, rent account management and neighbourhood services through effective administration, system management and customer contact.
- To work collaboratively with Housing Officers and colleagues to ensure a consistent, coordinated service 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

Customer Contact & Triage

- Act as a first point of contact for tenants and customers.
- Respond to general enquiries across all areas of housing services.
- Provide initial advice and information to tenants and applicants.
- Identify the nature and priority of enquiries and triage accordingly.
- Resolve straightforward queries at first point of contact where possible.
- Discuss-or escalate-complex or sensitive issues to the Housing Officer.
- Ensure all enquiries are recorded and progressed appropriately.

Rent Account Support

- Monitor rent arrears and expected payments to the value of £499.99.
- Prepare arrears correspondence which including letters and home visits
- Produce rent account statements for tenants.
- Provide basic advice to tenants on rent accounts and payment options.
- Maintain relevant registers and records relating to arrears and legal action.
- Support Housing Officers in progressing arrears cases.
- Liaise with internal teams and external agencies to support case progression.
- Support rent account administration including updating system records and maintaining accurate tenancy data.
- Support the administration of rent reviews and changes within the housing management system.
- Process credit refunds and overpayments in line with policy and procedures.
- Pursue former tenant arrears in line with policy and procedures
- Set up direct debt payments
- Order rent payment cards
- Provide income assessment to tenants using the online benefit calculator
- Tenancy termination advice

- Monitor Housing Benefit weekly reports for cancellations and suspensions
- Complaints handling procedure
- Proactively pursue outstanding balances for re-chargeable repairs

Allocations & Lettings Administration

- Provide pre-tenancy advice to applicants.
- Maintain accurate records on the housing management system.
- Provide prospects advice and stock profile information.
- Support the allocations process, ensuring compliance with policy.
- Liaise with Housing Officers on applicant suitability and tenancy creation.
- Prepare offer letters and associated correspondence.
- Record outcomes of offers and lettings activity.
- Complete all administration relating to new tenancy sign-ups.
- Provide relevant tenancy and rent information to support the creation of new rent accounts.
- Work in partnership with Housing Benefit and Universal Credit teams to progress benefit claims for new tenants. Adam doesn't do this, but the new AHO will
- Process mutual exchange applications and liaise with relevant parties.
- Ensure all lettings administration is completed within required timescales.
- Complaints handling procedures

Estate & Neighbourhood Administration

- Update and maintain estate management records.
- Carry out regular inspection of our estates in line with our KPI's
- Report repairs and emergencies to our Maintenance Team
- Prepare estate management correspondence and notices.
- Support the monitoring of estate service contracts by maintaining records and highlighting issues to the Housing Officer.
- Maintain records relating to abandoned properties.
- Support the coordination of estate inspections and follow-up actions.
- Liaise with tenants and external agencies regarding estate issues.
- Assist in progressing estate-related casework as directed.
- Complaints handling procedures
- Investigate enquiries relating to pest control and liaise with contractor
- Support Property Services to gain access to properties to carry out EICR's, Gas Servicing, Repairs and anything relating to compliance.
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Anti-Social Behaviour & Case Support

- Record all neighbour dispute and anti-social behaviour complaints.
- Maintain accurate case records and update systems.
- Monitor progress of cases and ensure actions are recorded.
- Ensure sure personal contact is maintained throughout the complaints process
- Attend local liaison meetings with external partners and case conferences
- Managing all Cat C & Cat D complaints
- Complaints handling procedures

Tenancy Administration

- Administer changes to tenancies on the system.
- Process tenancy sign-ups and tenancy terminations.
- Provide tenancy references.
- Support tenancy-related correspondence and record keeping.
- Conduct settling in visits
- Enquiries in relation to mutual exchanges and successions
- Cover for colleagues

General Administration & Systems

- Maintain accurate and up-to-date records across systems.
- Ensure all filing and documentation is completed within required timescales..
- Ensure the housing management database is up to date
- Assist in developing and improving administrative processes.

Support and Cover for Housing Officer

- Provide support to the Housing Officer across all areas of housing management.
- Step in to provide cover for the Housing Officer during periods of absence or increased demand, within defined limits and training.
- Undertake appropriate casework when providing cover, in line with policy.
- Escalate complex or high-risk matters to the Housing Officer where required.
- Participate in training and development to build skills and knowledge.

Partnership Working

- Liaise with internal teams to support service delivery.
- Communicate with external agencies where required.
- Support a coordinated and consistent approach to service delivery.

General

- Ensure all work is completed accurately and within timescales.
- Provide cover for colleagues as required, in particular for Customer Services team when support is required.
- Attend meetings and training sessions.
- Contribute to continuous improvement of services.
- Undertake any other duties as requested by the Housing Officer or Housing Manager.
- Attend community events and support Community Engagement Officer
- Undertake a duty officer role to support the Senior Housing Officer

Staff Management

Assistant Housing Officer reports directly to the Housing Officer