

Job Profile

Job details			
Job Title	Senior Housing Officer		
Section	Housing		
Report to	Housing Manager		
Grade	EVH Grade 8		
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 7 or above (e.g., HNC/HND, relevant professional qualification)
- Significant experience in housing management
- Demonstrable experience of managing complex and high-risk cases

Desirable

- Chartered Institute of Housing (CIH) qualification
- Training in ASB case management, trauma-informed practice, or safeguarding

Knowledge, Skills and Abilities

Essential

- Strong knowledge of housing law, tenancy enforcement, ASB legislation and regulatory requirements
- Understanding of allocations policy, void management and homelessness duties
- Knowledge of income management, arrears recovery and early intervention
- Ability to lead, supervise and motivate staff, providing clear direction and support

Desirable

- Ability to contribute to policy development and service redesign
- Ability to deliver training, coaching or mentoring to staff

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 providing line management, support and performance oversight to Housing Officers, ensuring consistent delivery of high-quality housing management services across defined patches.

Hold operational responsibility for a defined housing management patch, delivering tenancy and neighbourhood management alongside leadership responsibilities.

Support the Housing Manager in the delivery of service objectives, performance standards and continuous improvement and deputise where required.

Ensure effective coordination of service delivery, decision-making and escalation across the housing team, contributing to a consistent and 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

Patch Management

- Hold responsibility for a defined housing management patch of approximately 200 properties.
- Deliver full tenancy and neighbourhood management responsibilities in accordance with the Housing Officer role profile.
- Maintain a visible presence within the patch and ensure effective service delivery.
- Act as a role model in delivering housing management services and best practice.
- Balance patch responsibilities alongside line management and service oversight duties.

Line Management & Team Leadership

- Provide line management, supervision and support to Housing Officers.
- Set clear objectives and monitor individual and team performance monthly.
- Conduct regular one-to-one meetings and performance reviews.
- Support workforce planning, workload allocation and prioritisation.
- Provide guidance and direction on complex or sensitive cases.
- Promote consistency in decision-making and service delivery across patches.
- Support staff development, training and progression.

Performance & Service Oversight

- Monitor performance across all areas of housing management including arrears, lettings, estate management and anti-social behaviour.
- Identify trends, risks and areas for improvement and take appropriate action.
- Ensure targets are met and performance is managed proactively.
- Oversee case progression and ensure actions are taken within required timescales.
- Support the resolution of complex or high-risk cases.
- Provide performance feedback and direction to staff.
- Carry out a % of audits in each patch to monitor performance in relation to Housing Services
- Ensure accuracy of rent accounting processes within the housing management system

Allocations & Void Management Oversight

- Monitor void performance and take action to minimise void loss.
- Approve all Management Transfers and Exceptional Housing Needs in line with policy.
- Identify properties for potential lettings initiatives and agree approach with the Housing Manager.
- Ensure consistency in the application of Allocations Policy in relation to targets and KPI's
- Provide support and guidance to Housing Officers on allocations decisions.
- Liaise with Property Services in relation to new build properties and regeneration areas.

Nominations & Section 5 Referrals

- Oversee the targets for Section 5 referrals and nominations
- Ensure compliance with policy, agreements and statutory requirements.
- Provide guidance to Housing Officers on complex or sensitive cases.
- Escalate and discuss decisions with the Housing Manager where appropriate.

Tenancy Enforcement & Complex Case Oversight

- Provide oversight and direction on anti-social behaviour and tenancy enforcement cases.
- Support Housing Officers in managing complex or high-risk cases.
- Review and approve escalation to legal action where required.
- Ensure cases are progressed in line with policy and timescales.
- Liaise with partner agencies at a senior level where required.

Estate Management Oversight

- Monitor delivery of estate management across all patches.
- Ensure inspections and follow-up actions are completed.
- Identify recurring issues and coordinate solutions.
- Promote high standards across neighbourhoods.
- Carry out a % of joint inspections to monitor performance in relation to estate management
- Provide reporting and analysis on rent income, arrears performance and trends
- Produce reports on arrears, voids, tenancy management and legal actions

Support to Housing Manager

- Deputise for the Housing Manager as required.
- Support delivery of service objectives and operational priorities.
- Assist in the development and implementation of policies and procedures.
- Support service improvement initiatives and change management.
- Contribute to management discussions and decision-making.
- Liaise with the Performance & Compliance Officer to capture targets and KPI's

Partnership Working

- Develop and maintain relationships with internal teams and external agencies.
- Represent the Association at meetings where required.
- Support a coordinated, multi-agency approach to service delivery.

General

- Ensure all work is carried out in accordance with the Association's policies, procedures and standards.
- Maintain accurate records and ensure appropriate oversight of service delivery.
- Attend meetings, including management and committee meetings where required.
- Support organisational development and contribute to continuous improvement.
- Maintain knowledge of housing legislation, policy and best practice.
- Provide cover across the service as required.
- Contribute to team meetings and chair meetings if required
- Undertake any other duties as required by the Housing Manager.
- Oversee all contracts in relation to Housing Management and report to Housing Manager
- Monitor budgets quarterly in relation to Housing Management and report to Housing Manager

Staff Management

Housing Officers

121 meetings

Annual Appraisals

Team Meetings

Senior Housing Officer reports directly to the Housing Manager