



JOB DESCRIPTION

Job Title:	Housing Officer
Department:	Operations
Location:	10 Mansfield St, Glasgow G11 5QP
Salary:	EVH Grade 7
Reports To:	Housing Services Manager

Overall Purpose

To support the Housing Services Manager and Housing Services Team in delivering a highly visible, excellent housing management and customer engagement service.

Key Responsibilities

- Promote tenancy sustainment, providing relevant advice and assistance or signposting to other agencies, to help customers sustain their tenancy.
- Maximise rental income through monitoring current and former tenant arrears and take appropriate action to prevent arrears accruing, ensure prompt payment of rent and deliver income recovery targets.
- Visiting and interviewing customers by telephone and face to face at home.
- Agreeing and confirming agreements to repay arrears, by carrying out detailed assessment of income and circumstances, identifying debt issues and making referrals to the Money Advice Officer or other agencies in cases of complex debt.
- Initiating and overseeing legal action as required, including eviction, for breaches of tenancy such as recovery of rent arrears.
- Responsible for monitoring and managing rent accounts to ensure tenancies and related charges are set up and payments received promptly and accurately.
- Deal with rent credits, refunds, overpayments and former tenant arrears.
- Monitor and manage the housing waiting list, allocations and voids to deliver relevant housing advice, sustain tenancies and maximise income, liaising with

the Council's homelessness team, other partners and housing providers to ensure the best housing options for the applicant.

- Deliver effective estate management (including estate inspections), tenancy management and tackle anti-social behaviour to sustain tenancies and neighbourhoods and ensure compliance with policy and legislation.
- Lead and develop customer engagement strategies and involvement, including operating and supporting Registered Tenant Organisations, tenant scrutiny groups and attend and run resident meeting and events.
- Liaise closely with the customer engagement colleagues to support wider role initiatives and community projects and events and build capacity and participation amongst tenant, residents and other stakeholders.
- Monitor and review customer profiling information to identify services and projects to meet changing customer needs.
- Work closely with partners, develop partnerships and initiatives and identify opportunities to meet identified customer needs including tackling financial and digital inclusion.
- Updating IT and other records accurately and on time, and preparing routine performance management information, reports and data for managers and the Board.
- Maximising the use of ICT and working to increase efficiency and effectiveness and meet customer needs.
- Investigating and responding to complaints up to Stage 2. in accordance with PHA's Complaints Policy.
- Support apprentices, trainees and work placements as required.
- Support the Housing Services Manager in developing policy, strategy and compliance with regulation and legislation.
- Ensure compliance with legislation, regulation, PHA policy and procedures including health and safety, anti-fraud and bribery and equalities, etc.



PERSON SPECIFICATION

Job Title: Housing Officer
Directorate: Operations
Date: May 2026

Requirement	Value	
	Essential	Desirable
1. Skills and Personal Qualities		
• Excellent written and verbal communication skills including letter and report writing in plain language	✓	
• Excellent interpersonal skills to deal with a range of customers, partners, contractors, colleagues and Board members	✓	
• Excellent ICT skills including use of Microsoft Office applications to produce emails, letters, reports and presentation materials	✓	
• Ability to understand and interpret relevant legislation, regulation and guidance	✓	
• Excellent negotiation skills	✓	
• Ability to manage and interpret budgets and financial information		✓
2. Experience and Knowledge		
• Experience and working knowledge of housing management services and relevant legislation is essential, with a proven track record of delivering key performance targets and high quality customer service	✓	
• Property Management or Customer Engagement		✓
• Need to demonstrate understanding of how housing associations work and policy and regulatory requirements	✓	
• Experience in managing and motivating others, demonstrating a clear understanding of what is required and enthusiasm and ability to manage others effectively		✓
3. Qualifications		

<ul style="list-style-type: none"> • Educated to degree level or equivalent, or working towards it. May be substituted in exceptional cases where substantial direct relevant experience and appropriate skill set can be demonstrated. Relevant professional qualification would be an advantage. 		✓
4. Competencies		
<ul style="list-style-type: none"> • Delivering excellent customer services 	✓	
<ul style="list-style-type: none"> • Effective communication 	✓	
<ul style="list-style-type: none"> • Performance and efficiency driven 	✓	
5. Other		
<ul style="list-style-type: none"> • Driving License Required 	Yes	
<ul style="list-style-type: none"> • Must have access to a car 	Yes	
<ul style="list-style-type: none"> • Evening/Weekend work required 	Yes	
<ul style="list-style-type: none"> • Required to undertake any other duties within your capabilities as may be required in line with PHA Company Values. 	Yes	