

blairtummock

housing association

*at the heart of our
community*



**HOUSING OFFICER VACANCY
APPLICATION PACK**

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BLAIRTUMMOCK HOUSING ASSOCIATION

BACKGROUND INFORMATION

Blairtummock Housing Association was registered as a Housing Association in May 1990 and has had two stock transfers from Glasgow City Council and two from Glasgow Housing Association. Since January 1992 the Association has refurbished some of these properties and demolished others which have been replaced with new build.

At present, the Association has:

- 701 homes in rent
- 18 homes in shared ownership
- 46 homes factored
- A full subsidiary with charitable status (Blairtummock & Rogerfield Opportunities) which provides Estate Caretaking Service and a base for social activities in the area.

The Association has worked hard to transform the local area and build new homes, is financially strong and high performing, well governed and has an ambitious Business Plan in place.

The Association is run by a Management Committee which is made up of volunteers from the Blairtummock and Rogerfield area and is committed to the principles of tenant control, openness, and accountability. Membership is open to anyone over the age of 18 and living within the Association's area of operation or to tenants of Blairtummock over the age of 16.

The Committee's vision is:

"Neighbourhoods where people choose to be and are happy to live".

The Staff at Blairtummock Housing Association is divided into three main sections. Each section is directly responsible to a special sub-committee and the overall work is co-ordinated by the Director.

The sections are divided as follows:

- a) Administration
- b) Housing Management & Maintenance
- c) Finance & Audit

More About Us

Over the years we have developed innovative opportunities, particularly in our wider role activities and work with a variety of partners to improve the communities of Blairtummock and Rogerfield and improve the lives of residents.

We have robust business planning and risk management arrangements we recently reviewed the investment needs in our tenants' homes and updated our 30-year plan. We are committed to constantly improving our performance which includes producing a 3-year business plan, which is reviewed annually, and includes a robust set of Key Performance Indicators.

We submit an Annual Assurance Statements to the Scottish Housing Regulator, report on charter results to tenants annually and conduct annual appraisals of our Management Committee Members.

Blairtummock Housing Association's Objectives & Priorities for 2025/26 are:

- Consolidating and improving our core business
- Our core objectives will always be to provide the best service possible to all of our customers whilst managing our assets and resources effectively, for the benefit of our tenants and community.
- Managing our assets and resources well, for the benefit of our tenants and community
- Ensuring resident safety at all times
- Improving opportunities, the local environment, and the quality of life for local people

Our Values

Local people lead BHA. Our values are based on community ownership and control, along with respect for our customers; our committee members; our staff; and our partners.

In everything we do, we will:

- Be open, honest and transparent.
- Keep our promises.
- Listen to our tenants and be responsive to their needs.
- Be inclusive and provide equal opportunities for everyone in our community.
- Be responsible in our management of BHA's resources.
- Empower our tenants and community.
- Respect the environment.

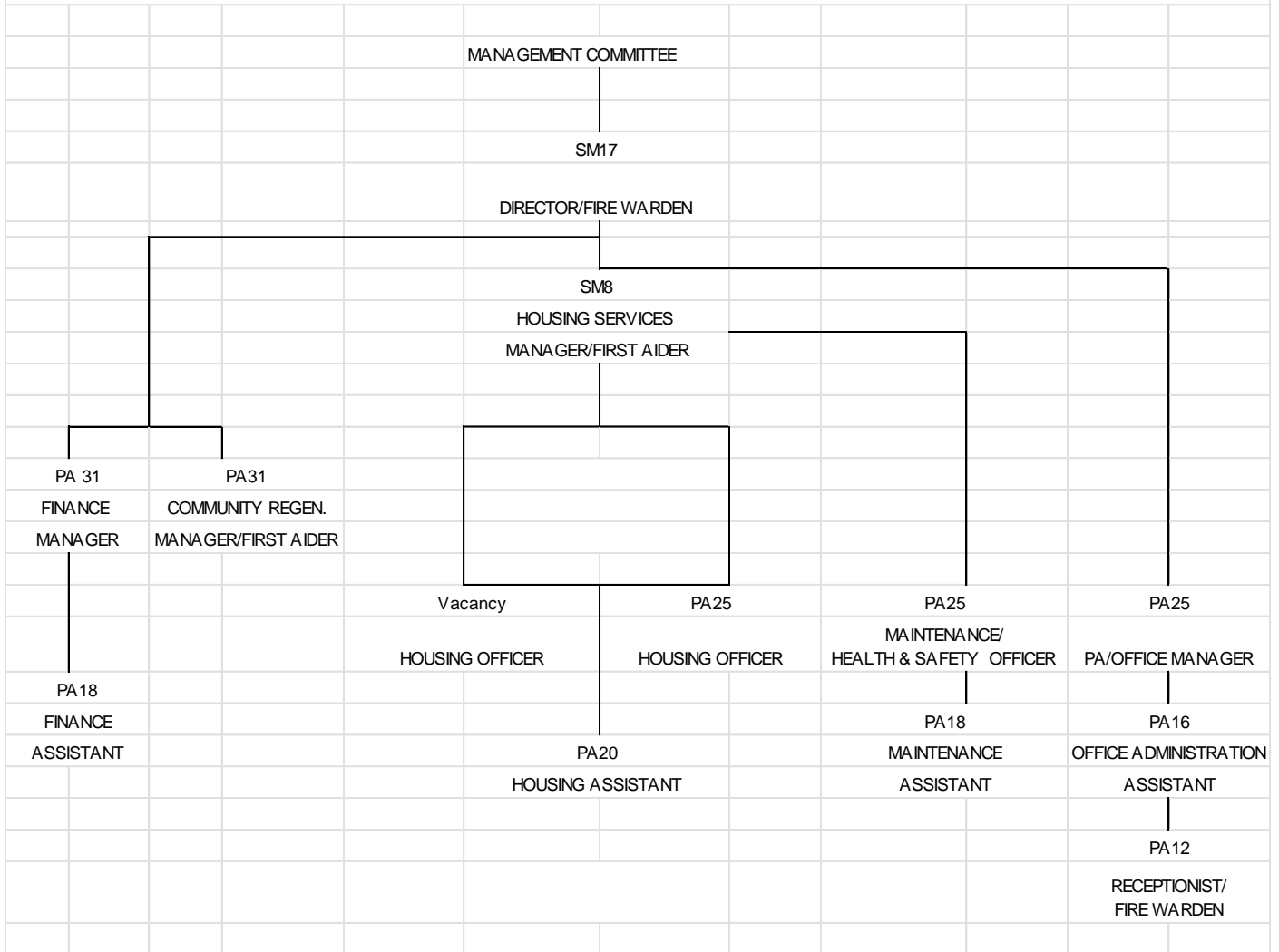
Strategic Objectives

The Association has four strategic objectives, each accompanied by a set of success measures. The strategic objectives for 2025/26 are:

1. Provide high quality and affordable services, homes and environment for our community.
2. Maintain BHA's financial strength and continued viability ensuring value for money.
3. Maximise opportunities and reduce inequalities for our community.
4. Ensure we are well governed and have the skills and knowledge required in the Association.

BLAIRTUMMOCK HOUSING ASSOCIATION

ORGANISATIONAL STRUCTURE



BLAIRTUMMOCK HOUSING ASSOCIATION

POST OF HOUSING OFFICER

SUMMARY OF TERMS AND CONDITIONS

Blairtummock Housing Association operates the following principal conditions of service:

Salary:	EVH Grade 7 PA22 – PA25 £40,635 - £44,619
Hours:	35 hours per week The office hours are: Mon – Thurs: 9am – 5pm (45 min lunch) Friday: 9am – 3.30pm (30 min lunch)
Place of Work:	45 Boyndie Street, Glasgow, G34 9JL Currently trialling a hybrid system 3 Days Office/2 Days at Home
Holiday Entitlement:	25 days annual leave & 15 public holidays (As per EVH Terms and Conditions) With option to purchase an additional 5 days each year
Sickness Benefit Scheme:	Sickness allowance paid based on service (As per EVH Terms and Conditions)
Pension:	Option to join an occupational pension scheme
Child Care Vouchers:	The Association operates a childcare voucher scheme
Period of Notice:	1 month

BLAIRTUMMOCK HOUSING ASSOCIATION

JOB TITLE: HOUSING OFFICER – INCOME MAXIMISATION

RESPONSIBLE TO: HOUSING SERVICES MANAGER

RESPONSIBLE FOR: HOUSING SERVICES ASSISTANT

GRADE: EVH GRADE 7

DATE REVIEWED: APRIL 2025

1.0 MAIN OBJECTIVES OF POST

- 1.1 To provide an effective, efficient and responsive income collection and debt recovery service to the Association's customers.
- 1.2 To liaise with external agencies e.g. DWP, Money Advice, Revenue Benefits Office to offer support and advice to all customers on financial matters to maximise income and prevent homelessness through eviction.
- 1.3 To ensure all payments are processed timeously and account information and diary notes are up to date at all times.
- 1.4 To liaise with the Office Administration Assistant regarding rent postings, income collection and debt recovery.
- 1.5 To ensure all monies owed to the Association are collected and that customers are regularly advised of account balances by statement, letter, house visit, text messaging, email etc.
- 1.5 To carry out all duties in accordance with the appropriate policies and procedures of the Association.

2.0 ACCOUNTABILITY

- 2.1 Directly responsible to Housing Services Manager on a day-to-day basis.
- 2.2 Accountable to the Management Committee through the Directorate and subject to powers delegated to staff by the Management Committee.

3.0 SPECIFIC DUTIES

- 3.1 To action all rent balances in terms of the Association's Arrears Policy. This includes maintain all rent records, management of current arrears, former tenant arrears as well as former and current tenant credits/overpayments.
- 3.2 To recover court expenses, factoring payments and rechargeable repairs, agreeing and maintaining repayment arrangements.
- 3.3 To present all serious cases to the Housing Services Manager for discussion and action up to and including eviction process and prepare relevant paperwork as directed.
- 3.4 Produce reports for the Management Committee as/when required.
- 3.5 To serve legal notices and attend court as required.
- 3.6 Assist the Housing Services Manager to ensure rent increases are processed to timescales and tenants' consultation leaflets and letters are sent in line with legislation.
- 3.7 To contribute to the regular review of the rental policy, implementing the rent review, notifying tenants and updating records and Direct Debits accordingly.
- 3.8 To encourage customers to use Association's Welfare Benefits Advisers and external agencies such as Money Advice, Citizens' Advice, Revenue Benefits Office for financial assistance and support.
- 3.9 To keep up to date with changes to benefits legislation and ensure our customers receive the highest standard of financial advice and assistance.
- 3.10 Verify Universal Credit cases on DWP portal and apply for managed payments and arrears direct payments where appropriate.
- 3.11 Support tenants to apply for assistance with housing costs, including Discretionary Housing Payments where relevant.

- 3.12 To ensure all payments received are processed daily and any anomalies are investigated and actioned appropriately.
- 3.13 To co-ordinate and liaise with Welfare Benefits Adviser and carry out any follow up action.
- 3.14 To liaise with Finance Assistant to send monthly invoices to external agencies for leased properties.
- 3.15 To identify end of year write offs and produce report for Management Committee.
- 3.16 To produce reports for the Management Committee on payment trends, action taken and planned actions when required.
- 3.17 To undertake end of period, rent debit and rent reconciliation processes.
- 3.18 To issue statements, terms and conditions in relation to the properties which the Association factors.
- 3.19 Arrange overpayment refunds.
- 3.20 Develop & deliver effective communications with tenants, service users and external partners.
- 3.21 Ensure compliance with legislation and regulatory frameworks.
- 3.22 Encourage and engage in Tenant Participation.
- 3.23 Resolve customer complaints.
- 3.24 To cover for the Housing Officer – Tenancy Sustainment, during annual leave/sickness.

4.0 HUMAN RESOURCES

- 4.1 Assist in the training and development of Housing Services Assistant and new team members including temporary staff.
- 4.2 To attend training courses and keep up to date with changes to legislation.
- 4.3 Identify personal and team training needs and participate in training and personal development plans.
- 4.4 Assist in the development of new policies and procedures commensurate with the role of Housing Officer.
- 4.5 To be aware of all Policies and Procedures regarding the Association's Conditions of Service.

5.0 GENERAL DUTIES

- 5.1 Some work out-with normal hours will be required for which time off in lieu will be awarded.
- 5.2 Assist in the implementation of the Association's Equalities Policy and action plan as necessary.
- 5.3 Carry out other specific tasks as instructed by the Directorate commensurate with the Housing Officer grade.
- 5.4 All staff are expected to be on a rota for office alarm call out.

NOTE, in a small organisation such as Blairtummock Housing Association a reasonable flexibility in all job functions is necessary. Hence staff members will be required to cover the work of others in the event of holidays/sickness.

BLAIRTUMMOCK HOUSING ASSOCIATION

PERSON SPECIFICATION HOUSING OFFICER (INCOME)

	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Educated to degree level or equivalent, or working towards it		✓
CIH Professional Qualifications	✓	
EXPERIENCE AND KNOWLEDGE		
Working knowledge of housing management services and relevant legislation and regulation	✓	
Understanding of benefits system, in particular housing benefit and universal credit and welfare reform	✓	
Well-developed numeracy skills	✓	
Customer focused approach	✓	
Performance driven to meet KPI's	✓	
IT Literacy, particularly in MS office applications	✓	
Good communications skills (verbal and written)	✓	
Ability to manage a varied workload	✓	
Experience of regulation framework and Scottish Social Housing Charter		✓
A knowledge of current Housing Association issues	✓	
Ability to work on own initiative	✓	
Decision making and problem-solving skills	✓	
Knowledge of SDM		✓
Ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines	✓	
Experience of supervising staff		✓

VALUES AND ATTITUDES		
Commitment to social housing and objectives of Association	✓	
Able to accept responsibility and show initiative	✓	
Pro-active, flexible and adaptable	✓	
Commitment to ongoing personal development	✓	
Commitment to confidentiality and equality of opportunity	✓	
Respect for others	✓	