

21 August 2024

Dear Applicant

Post of Housing Services Manager

Thank you for your enquiry in relation to the above post. I am pleased to enclose the following information:

1. Guidance Notes
2. Job Description
3. Person Specification
4. Application Form (please note CVs are not accepted)
5. Equality Monitoring Form

Further information about the Association can be found on our website
www.glenoaks.org.uk

Please note that applications require to be submitted to the Association by 4pm on Thursday 5 September.

Please return completed application forms to martha.hutcheson@glenoaks.org.uk

Should you have any questions after reading the enclosed information, please do not hesitate to contact me on 0141 620 2705.

We look forward to receiving your completed application form.

Yours faithfully



Martha Hutcheson
Corporate Services Manager

Guidance Notes for Applicants

1. The form should be typed or completed in black ink or black ballpoint pen for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.
4. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the Selection Panel will only consider the information contained in your application form and assess this against the Person Specification.
5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
6. If you are short listed for interview, the Selection Panel will wish to discuss the areas covered in the Person Specification in more detail. In particular, the Panel will assess your commitment to and understanding of Diversity & Equal Opportunities.
7. If you are related to any members of staff, committee members, consultants, contractors or suppliers to the Association, this should be clearly shown on the relevant part of the form. This will not be detrimental necessarily to your application.

JOB DESCRIPTION

1. **POST:** HOUSING SERVICES MANAGER
2. **GRADE AND SALARY:** GRADE 9 EVH; SPINAL POINTS 2-4
3. **RESPONSIBLE TO:** HOUSING SERVICES DIRECTOR
4. **REPORTING TO:** HOUSING SERVICES DIRECTOR
5. **RESPONSIBLE FOR THE FOLLOWING STAFF:**
HOUSING SERVICES OFFICERS.
HOUSING SERVICES ASSISTANTS
6. **GENERAL AIMS AND JOB PURPOSE**
 - (i) To ensure that Glen Oaks Housing Association meets its adopted Customer Service Standards to the highest degree possible.
 - (ii) To ensure that the Association's housing management responsibilities are met to the highest possible standard, and within guidelines.
 - (iii) To provide a courteous and responsive service to all tenants, sharing owners, owners, applicants and members of the public.
 - (iv) To ensure that the specific job requirements as detailed in the job description are carried out to the highest possible standards at all times.
7. **JOB PURPOSE**
 - (i) To ensure a comprehensive and efficient housing management service is made available to tenants and sharing owners as required and as described in this job description.
8. **SPECIFIC RESPONSIBILITIES**
 - (i) Line Management to Housing Services staff, carrying out regular 1:1s and developing training plans and reporting directly to the Housing Services Director.

- (ii) To build effective working relationships with staff, Board and stakeholders and to carry out the specific duties outlined below in a positive and efficient manner.
- (iii) To deliver a high level of team performance and continuous improvement relating to the job description, responsibilities and agreed performance targets.
- (iv) Assist with the promotion of Glen Oaks Housing Association and liaison with external agencies.
- (v) Contribute to policy development, review and implementation, ensuring that the association's policies and procedures comply with the relevant standards issued by the Scottish Housing Regulator and other legislative bodies.
- (iv) Regularly self-assess the housing management function to meet the Scottish Housing Regulator's expectations and complete the annual return.

9. HOUSING MANAGEMENT

Tenancy Agreement

- (i) Ensure that the Association's tenants (including new tenants) are familiar with the terms of their tenancy agreement.
- (ii) Ensure that the terms of the Association's tenancy agreement are met by the Association and by tenants.
- (iii) Ensure that the Association provides an effective and timeous response to tenants in relation to enquiries made concerning their tenancy agreement.
- (iv) Ensure that the Association's procedures for pre and post tenancy terminations / allocations are met.
- (v) Ensure that outstanding rent is paid by tenants.

Housing Allocations

- (i) Ensure that the terms of the Allocations Policy are being fully implemented and liaise with the Housing Services Director on any policy requiring review.
- (ii) Ensure that the Association effectively publicises details of its allocations policy, including internal transfers, mutual exchanges etc.

- (iii) Ensure that the housing stock available for letting is let timeously to minimise loss of rental income to the Association.
- (iv) Ensure the Housing Services Director is kept regularly updated and informed of housing stock available for letting and progress with the letting of same.

Rent Collection and Arrears

- (i) Ensure the Association's Rent Arrears Policy is fully implemented to recover rent and arrears and liaise with Housing Services Director on the policy reviews, as required.
- (ii) Ensure the Association's Rent Setting Policy is fully implemented and liaise with the Housing Services Director on the policy reviews, as required.
- (iii) Ensure the reconciliation of rent debit, cash posted, etc in liaison with the Finance Department, on a monthly basis.
- (iv) Ensure that tenants and prospective tenants of the Association are given appropriate welfare benefits advice.
- (v) Ensure the Housing Services Director is kept fully informed of the Association's rental income and rent arrears.
- (vi) Liaise with the Housing Services Director regarding the annual rent review and ensure the review is fully implemented in accordance with the Association's Rent Setting Policy and Tenancy Agreement.
- (vii) Liaise with Glasgow City Council and DWP to ensure timeous payment of benefits due to maximise the Association's rental income.

Estate Management

- (i) Ensure the Association's estate management policy and procedures are fully implemented.
- (ii) Ensure all neighbour/anti-social disputes are fully investigated and documented, and ensure all parties are kept informed of progress and outcomes. Monitor and review on a continuous basis.

Tenant/Resident Involvement

- (i) Ensure the Association's Tenant Participation Policy is fully implemented.
- (ii) Ensure all aspects of the Association's work and objectives are communicated and promoted.

- (iii) Assist with the production of the Association's Newsletter and other publicity material.
- (iv) Encourage membership of the Association.
- (v) Where appropriate organise and attend meetings of Association tenants, sharing owners and owners.

Shared Ownership

- (i) Ensure all shared ownership properties are marketed according to Association policy to ensure timeous occupation of the properties.
- (ii) Ensure rent, management fee, service charges are reviewed annually in accordance with guidelines.
- (iii) Ensure rent, management fee and service charge arrears are pursued in accordance with the Rent Arrears Policy and/or Occupancy Agreement.
- (iv) Keep the Housing Services Director informed of all matters relating to shared ownership.

12. GENERAL RESPONSIBILITIES

- (i) Prepare written reports, as requested by the Housing Services Director for the Association's Housing Services, Technical and Health & Safety Sub Committee and attend meetings as required.
- (ii) Deputise for the Housing Services Director in their absence.
- (iii) Assist the Housing Services Director with policy and procedure reviews.
- (iv) Undertake any training courses necessary for carrying out the duties of the post efficiently and effectively.
- (v) Liaise with Association staff on progressing development work to ensure decants are provided, and suitable housing provided of a size, type, location to suit existing or prospective tenants.
- (vii) Preparation of leases and/or management agreements and consultation with appropriate voluntary or statutory bodies.
- (viii) Ensure the Association's house files and tenancy records are kept up-to-date and maintained as confidential records and in accordance with GDPR.

- (ix) Ensure familiarity with the I.T systems and identify training needs where required.
- (x) Assist in the preparation of the Association's Business Plan and work with the Housing Services Director to create a departmental plan, updating quarterly on its progress.
- (xi) To attend meetings and carry out other work outwith normal working hours, where relevant as instructed by the Housing Services Director.
- (xii) To carry out any other relevant duties as requested by the Housing Services Director, Chief Executive or Board.
- (xiii) This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's section and the organisation as a whole to fulfil its objectives.

Person Specification – Housing Services Manager	
	Essential / Desirable
Qualifications	
<ul style="list-style-type: none"> • Educated to Degree Level or equivalent professional qualification • Professional Housing Qualification 	<p>E</p> <p>E</p>
Experience	
<ul style="list-style-type: none"> • Ability to demonstrate wide-ranging experience of working within a housing management team • Preparing and presenting Board / Committee reports • Management of staff performance • Ability to develop strong community and tenant participation • Commitment to cross-organisational teamworking 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Knowledge	
<ul style="list-style-type: none"> • Knowledge of the regulatory environment for social landlords • Sound knowledge of good practices in housing and of current policy issues • Extensive knowledge of housing management IT systems • Advanced knowledge of Microsoft Office 365 • Sound understanding of data protection principles 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Skills	
<ul style="list-style-type: none"> • Excellent communication skills (listening, verbal, written) • Effective team player • Excellent time management skills with a proven track record of prioritising and planning effectively • Ability to use initiative and make clear decisions • Ability to motivate and develop staff in a challenging and pressurised environment 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Personal Qualities	
<ul style="list-style-type: none"> • A high level of personal integrity, expressed through behaviour and conduct • Self-awareness and understanding of the need to be a role model for others • Professional at all times and able to maintain confidentiality 	<p>E</p> <p>E</p> <p>E</p>

<ul style="list-style-type: none">• Willingness to work flexibly, including evening meetings• Understanding and commitment to the Equality & Diversity Policy	E E
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