

JOB INFORMATION PACK

BACKGROUND INFORMATION

Castlehill Housing Association is based in Aberdeen and has over 2,000 properties across Aberdeen City, Aberdeenshire and Moray. Our current housing stock includes general needs properties, amenity, sheltered and very sheltered housing.

In addition to our core activities as a registered social landlord, we also provide Housing Support services at our Sheltered Housing Schemes in Aberdeenshire and Moray; as well as managing Aberdeen Care & Repair which provides a range of services for older and disabled people throughout the City.

POST INFORMATION

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| Post Title | Housing Officer |
| Location | Carden Place, Aberdeen |
| Hours of Work | Works an average of 18.5 hours a week on the below pattern: Week 1: Monday/Tuesday - 7.5 hours Week 2: Monday/Tuesday - 7.5 hours and Wednesday 7 hours A flexitime system is in place for eligible posts. |
| Salary | Starting salary will be £17,601. The salary grade for this post is Grade 7, £33,300 - £37,000, [pro-rata]. |
| Car Allowance | Essential car users allowance of £1,104 per annum [pro-rata] |
| Holiday | 28 days per annum, plus 9 fixed public holidays [pro-rata] |
| Pension | Castlehill offers a defined contribution pension scheme, our standard contribution rates are: Employee: 5% Employer: 10% |
| Probation Period | A six-month probation period applies to all new employees. Slightly different terms and conditions of service apply during this probation period in respect of notice period and sickness absence. |
| Closing Date | Friday 29 th October at 4pm |
| Interview | Interviews will take place on the 9 th November, at our Waverley Place, Aberdeen Office |

Please complete an application form and Equal Opportunities form, which are available on the [Jobs](#) page of our website. To assist with your application, please read our Castlehill Background Information & Values document which is also available on the Jobs page of our website. Please send complete applications by e-mail to: jobs@castlehillha.co.uk

Please note that we are unable to accept CVs only.

If you are unable to e-mail your application, or require any further information in relation to the post, please contact 01224 625822 or jobs@castlehillha.co.uk.

If you require any further information in relation to this post, please contact:

Alana Allison, Senior Housing Services Officer or Mhorag Ewen, Housing Services Manager
01224 625822
alana.allison@castlehillha.co.uk



JOB PROFILE

1. JOB IDENTITY

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|--------------------|---------------------------------|--------------------|------------------|
| POST TITLE: | Housing Officer | DEPARTMENT: | Housing Services |
| REPORTS TO: | Senior Housing Services Officer | GRADE: | 7 |

2. JOB PURPOSE

- Provide a high quality comprehensive front line housing management service to tenants, sharing owners and applicants in accordance with the Association's policies, sector good practice and relevant legislation.
- Acting as the main point of contact for tenants regarding all tenancy matters including rent payments, anti-social behaviour, estate management and allocations.
- There is a responsibility for the post holder to demonstrate a commitment to Castlehill's aims and objectives.

3. MAIN DUTIES

- Monitor rent arrears and take prompt relevant action to control arrears using the Association's Debt Recovery Policy.
- Promptly allocate all voids properties, following the relevant procedures.
- Ensure compliance with relevant allocations policies, taking account of the different processes for general needs, sheltered, very sheltered and shared ownership allocations.
- Liaise with sheltered housing staff and support providers regarding housing management issues, providing advice and assistance as required.
- Attend annual tenants meeting along with housing support staff and other Association staff, to provide a face to face point of contact for any tenant issues.
- Ensure that tenants adhere to tenancy obligations and to take prompt and appropriate action where tenancy breaches occur.
- Work with other departments and external agencies to assist tenants to sustain their tenancies by use of referrals, signposting and maintaining regular contact with vulnerable tenants where required.
- Provide relevant advice for tenants on all matters related to the SST/SSST/PRT, allocations and exchanges, adaptations and housing related benefits.
- Investigate all reports of anti-social behaviour, providing advice, assistance or referrals to support agencies where required.
- Liaise with Property Services regarding estate management, property damage, repairs, common grounds maintenance, common areas, gardening services, heating concerns and void repairs issues.
- Supervise the work of directly employed and contract cleaners, reporting to the Housing Services Manager for guidance on areas of concerns regarding performance or Health and Safety related issues.
- Encourage tenant participation and provide information on opportunities for tenants to participate.

4. QUALIFICATIONS & TRAINING

- ESSENTIAL:**
- CIH Level 4 in Housing, or willingness to undertake this qualification
 - Member of the Chartered Institute of Housing
 - Current valid Driving Licence

5. EXPERIENCE

- ESSENTIAL:**
- Proven track record for the delivery of high quality front line housing management services
- DESIRABLE:**
- Experience of the Housing Association sector
 - Experience of remote working, with the ability to travel efficiently and effectively across various work sites to meet operational requirements

6. KNOWLEDGE & SKILLS

- ESSENTIAL:**
- Good understanding current of housing legislation, good practice and implementing policy
 - Ability to work on own initiative and as part of a team
 - Good communication skills, both written and verbal
 - Ability to be flexible and adapt to changing priorities, to meet customer and organisation requirements
 - Excellent IT skills, with the ability to use Microsoft Office packages
- DESIRABLE:**
- Understanding of the Social Housing Sector

7. ADDITIONAL REQUIREMENTS

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| SSSC | Not applicable to this post |
| CRIMINAL RECORD CHECKS | Basic Disclosure Check This post requires a Basic Disclosure Check. A confirmed offer of employment will be subject to a satisfactory outcome of this pre-employment check. |
| DRIVING | Essential Car User It is an essential requirement for this post that the employee holds a current, valid driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, this post is designated as an essential car user and will be entitled to receive a monthly car user's allowance and mileage payments. Should the employee's driving licence be withdrawn for any reason, it may be necessary to terminate the employee's appointment. |