



PENTLAND
HOUSING ASSOCIATION

**Housing Officer
(FT)**



Appointment of Housing Officer

Information Pack Contents

Background Information

The Recruitment and Selection Process

Summary of the Housing Officer position, including Terms and Conditions

Employment Policies

Housing Officer (FT) – Job Description

Housing Officer (FT) Person Specification

Job Advertisement

Further information to be provided by email from Pentland Housing Association (PHA)

- Application form – Part One
- Application form – Part Two
- Equal Opportunities Monitoring Form

Pentland Housing Association

Background Information

This pack contains important information to consider before submitting an application for the post.

Pentland Housing Association (PHA) is a successful and highly valued local housing association operating exclusively within the county of Caithness. PHA was formed in 1993 by a steering group of tenants and other residents of the Pennyland and Mount Vernon estates in Thurso, which were built in the 1950s to provide housing for workers at the Dounreay nuclear power station, located nearby. The estate owners, the UK Atomic Energy Authority, decided to put the estates up for sale on the open market, and the newly formed housing association successfully bid for and took ownership of some 350 homes in 1994.

Since then some 190 homes have been developed for rent (allowing for some sales, rented homes in management now stand at around 500 homes), and 35 for shared equity. PHA is highly regarded in the county for the quality of its homes, for the excellence of its customer service. It is valued as the only local housing organisation completely focused on the needs of the county.

PHA's housing stock is primarily located in Thurso and Wick, the two main towns in the county. Turnover is currently around £2M p.a.

Alongside its housing activities, PHA has developed a range of additional services, in some cases through subsidiary organisations to benefit its tenants and other local communities. It has established a long running Care & Repair service, and a Handyperson service to provide a small repair service to disabled and elderly residents. More recently an equipment store and adaptations service was added, which primarily benefits the NHS, by providing both minor works and equipment on loan to enable hospital patients to be able to return home and free up beds. These services achieve excellent results and enjoy very positive customer feedback.

In 2006 PHA became a registered charity, and set up PCE as its trading subsidiary, initially to manage its portfolio of 450 or so garages. In 2011 Pentland Energy Advice (PEA), formerly Caithness Energy Advice joined the group structure also as a subsidiary of PHA. It provides essential energy saving information, material and advice to our tenants, other landlords and homeowners and is an accredited Green Deal assessor. In 2015 PCE and PEA consolidated. PEA is now part of the PCE group.

The Recruitment and Selection Process

Applicants should submit a completed application form, as provided with the Recruitment Pack. Please ensure that you make a full response to questions on relevant experience, this could include any after school jobs or voluntary jobs, and how you meet the requirements of the person specification and fit the required competencies.

Please also supply full details of two referees whom we may approach, one of which should be your present employer or previous employer. The Association normally only takes up references on the candidate selected for appointment, however, we may contact them prior to inviting you to attend an interview unless you specify otherwise.

Completed applications should be sent by email to recruitment@pentlandhousing.co.uk.

Key Dates

To assist applicants to plan their availability for the selection process, the following key dates should be noted:-

Applications should be received by **12 noon on Friday 19 October 2018**

A personal acknowledgement will be sent on receipt of each application.

Short Listing Decisions

Applicants invited for interview will be notified on **22 October 2018**

If you have not heard from Pentland Housing by this date you have been unsuccessful in the shortlisting.

Selection Interviews

Interviews will be held in Thurso (Pentland Housing Association Offices, 37-39 Traill Street) on **Thursday 25 October 2018 and Friday 26 October 2018**

Travelling Expenses

Reasonable expenses incurred in connection with the attendance at interview will be re-imbursed on production of receipts.

Summary of Terms and Conditions

Salary

There is a 4 point incremental scale rising from PA17 £26,457 to PA20 £30,016.

Pension

A Defined Contribution Benefit Structure pension is provided through the Scottish Housing Associations Pension Scheme

Employee contribution – minimum of 3 % of pensionable salary

Employer contribution – maximum of 10% of pensionable salary

Hours of Work

Full time staff work 35 hours per week. The Housing Officer is expected to work 35 hours

Leave

The annual leave entitlement is 31 days plus 9 public holidays in each financial year.

Sickness Allowance

All employees will be entitled to service related sickness allowance. In any one period of 12 months in accordance with the following scale:

Service	Full Allowance	Half Allowance
Up to 1 Year	5 weeks	+ 5 weeks
Over 1 Year	9 weeks	+ 9 weeks
Over 2 Years	18 weeks	+ 18 weeks
Over 3 Years	22 weeks	+ 22 weeks
Over 5 Years	26 weeks	+ 26 weeks

Employment of Relatives

There are certain restrictions regarding the employment of direct relatives of existing employees or board members. This does not prevent you from applying for the post, but should be declared in your application.

Outside Work

Outside work on any matter connected with official duties is not permitted. Prior permission must be obtained from the Association before any paid or unpaid outside work is undertaken.

Employment Policies

The information provided by you on the application and any supplementary forms will be used for the purpose of selection, recruitment, and any further subsequent employment administration if the application is successful.

As part of the selection process, you will be asked to provide in confidence, evidence of entitlement to work in the UK and references.

Shortlisted candidates will be invited to provide any criminal history information on the prescribed form.

You are invited to complete and return the Equal Opportunities Monitoring Form. The information provided by you on the EOMF will not be made available to the selection panel. Statistical and anonymous reports will be produced for monitoring purposes from the information contained in the document. Whilst we would strongly encourage you to return this form, the provision of this information is voluntary.

Pentland Housing Association Ltd is a registered under the Industrial and
Provident Societies Act 1965 (No 2449R(S))
Registered with the Scottish Housing Regulator (No HAL-273)
A registered Scottish Charity SCO37286

Pentland Housing Association Ltd

Job Description

Post Title:	Housing Officer
Grade:	6
Salary Scale:	PA17 – PA20
Responsible to:	Housing Manager
Responsible for:	None
Office Hours:	35 Hours Per Week

Job Purpose:

To provide, on the basis of an allocated patch a comprehensive and high quality Housing Management service to applicants, tenants and residents of Pentland Housing Association.

To deliver a comprehensive service to subsidiary organisations within the terms of the Service Level Agreements (SLA).

Key Result Areas

1. Publicise housing vacancies ensuring that all necessary paperwork and packs are available, accurate records are maintained of applications and waiting lists, with applicants informed of their pointing.
2. Properties are allocated as efficiently as possible to ensure a minimum void period.
3. Manage rent arrears, monitoring arrear levels, updating the Housing Manager of these and providing advice to tenants where appropriate on, monetary control, benefit maximisation and signposting of services.
4. Carry out joint property inspections with the Maintenance Officer, noting any subsequent works required and ensuring that void times are kept to a minimum.
5. Ensure that conditions of tenancy are upheld providing tenants with advice where necessary, resolving disagreements or anti-social behaviour where appropriate and encourage all staff and tenants to become involved in the Tenant Participation strategy and action plans.

6. Assist the Housing Manager with the implementation of the rent setting policy, ensuring that all tenant details are entered correctly into the rent accounting system promptly and regularly.
7. Carry out the administration tasks necessary and allocated to you to enable the organisation to deliver the Communications strategy to the timescales and standards required.
8. Assist in the general running of the office providing cover for absences thus ensuring that the needs of the department and Pentland Housing and Pentland Community Enterprises are met at all times.

The post holder is required to perform any other duties as may reasonably be required by the needs of the business, including but not limited to the provision of holiday and absence cover for colleagues.

Assignment and review of work

Objectives will be set on an annual basis with the post holder and reviewed on a quarterly basis thereafter. Changes will be made at those reviews and as required throughout the year as dictated by the needs of the organisation.

Communication and working relationships

Regular telephone contact with the general public, tenants, external agencies and contractors is part of the job as well as regular contact and communication with internal departments.

Qualifications and Experience

The information under this heading is detailed in the person specification for the post.

Signed:

Date:

Pentland Housing Association Ltd - Role Competencies of Housing Officer

1. Allocations

- a. Produces housing packs ready for prospective tenants, allowing the housing stock available at the Association to be publicised.
- b. Receives applications from prospective tenants and takes the action necessary to ensure the application is handled in line with Association policy and the Highland Housing Register.
- c. Assesses accurately and in compliance with Association policy and the Highland Housing Register the points appropriate to each application.
- d. Carries out any home visits necessary to ensure each application can be processed quickly and efficiently.
- e. Records on the database the points allocated for each application and produces the necessary paperwork to inform clients of their score as quickly and efficiently as possible. Ensuring all documentation is filed and stored in the appropriate manner.
- f. Handles and responds to queries or contact in relation to applications from tenants in compliance with Association policy.
- g. Develops and manages the waiting list ensuring houses are allocated in compliance with the list.
- h. Assists or carries out the annual review of the register at the end of the year identifying areas where the system can be further improved.
- i. Generates the paperwork necessary to enable offers of accommodation to be made accurately and efficiently.
- j. Administers offers of accommodation ensuring that visits can be made by prospective tenants and properties occupied quickly and efficiently.
- k. Inputs all the data required in a timely and efficient manner to allow analysis of accommodation offers and lettings to be made.
- l. Analyses and evaluates offer and letting activity informing the appropriate bodies and taking action to further improve performance.
- m. Manages the process of offering accommodation ensuring that occupancy targets are met and are as high as possible.

2. Arrears

- a. Generates the necessary data to allow the monitoring and control of rent arrears to be carried out in a timely and efficient manner.
- b. Identifies arrear problems both current and former tenant at the earliest possible point with appropriate action taken to address the problems in a timely manner.
- c. Identifies tenants with payment problems and advises Association staff as appropriate or takes action within levels of authority to enable payment to be made.
- d. Monitors and evaluates arrear levels, produces the necessary reports and takes appropriate action to deal with the problem in line with levels of authority and Association procedures.
- e. Monitors outstanding payments and prepare paperwork for abandonments, court actions, evictions.

3. Voids Management

- a. Receives termination notifications and prepares the paperwork necessary to allow the process to operate effectively and in line with Association policy.
- b. Carries out the necessary inspections prior to termination to the required standard, agreeing with tenants any actions required by them.
- c. Liases with other departments to ensure that any work necessary is carried out as soon as possible and the property is available for letting at the earliest possible time.
- d. Monitors and evaluates levels of occupancy ensuring that unoccupied property is allocated as quickly as possible and void levels kept to a minimum.
- e. Generates the required reports detailing void levels and takes action to ensure these levels are improved on.

4. Tenants liaison and participation

- a. Prepares, updates and has available, as appropriate, and at all times all the necessary Association paperwork for tenants.
- b. Ensures that all conditions of house and garage tenancies are upheld at all times.
- c. Investigates potential breaches and assists in their resolution where appropriate.
- d. Informs the appropriate persons, in a timely manner, where the breach cannot be resolved or is out with their authority.
- e. Advises tenants appropriately on benefits and their rights as tenants.
- f. Encourages tenants to participate in the Association's Tenant Participation Strategy and action plan and listens and feeds back their input and views on the delivery of Association services.
- g. Manages the advice and participation schemes ensuring that staff's views and the information gained feed into improving the service further.
- h. Further the aims of the Scottish Information and Advice Standard accreditation in giving clear accurate advice to all customers seeking our service.

5. Repairs and Maintenance

- a. Identify when works are necessary and advise the maintenance section of the required details to affect a successful repair.

6 Data collection and management

- a. Records and passes to the appropriate person tenants details and movements ensuring that the Association has the necessary information to charge and collect tenant rents.
- b. Understands the Associations: computerised rent accounting system, rent setting policy and rent registration procedure and assists the Finance department in its operation as required.
- c. Manages the recording of all tenants' details and movements onto the computerised rent accounts system and ensures this is done promptly and regularly.

7 Anti-Social Behaviour

- a. Record all instances of ASB on database.
- b. Categorise incident in to appropriate level and act accordingly as per ASB procedure.
- c. Monitor progress of action and results on database for discussion during monthly ASB progress meeting.
- d. Record resolution outcome or agree further action.
- e. Report monthly on ASB monitoring data.

Person Specification - Housing Officer (Full Time)

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to Higher Level or equivalent 	<ul style="list-style-type: none"> • Qualified or working towards a qualification in Business Administration • HND/HNC in Housing or equivalent
Experience	<ul style="list-style-type: none"> • Experience of working in office administration 	<ul style="list-style-type: none"> • Experience of working with a housing provider • Experience of working with the public
Knowledge	<ul style="list-style-type: none"> • Good computer skills proficient in the use of Microsoft Word, Excel, Outlook and use of the Internet 	<ul style="list-style-type: none"> • Knowledge of Housing Issues
Skills & Abilities	<ul style="list-style-type: none"> • The ability to prioritise tasks • The written communication skills to produce good quality materials for a variety of purposes (publicity leaflets, reports, letters, minutes) • Active listening and verbal communication skills for effective interaction with the public and staff at all levels • Excellent personal and office organisational skill • Good numeracy skills • Tact and diplomacy in all interpersonal relationships with the public and staff • Self-motivation and personal drive to complete tasks to required timescales and quality standards • The flexibility to adapt to changing demands and new organisational challenges • Pleasant and friendly approach 	
Other	<ul style="list-style-type: none"> • Full Driving Licence 	<ul style="list-style-type: none"> • Able to work additional hours as required



Housing Officer
PA17 £26,457 to PA20 £30,016

A vacancy exists within our busy housing team as a Housing Officer. This is a full time post providing a housing service to applicants, tenants and residents of Pentland Housing Association.

Working as a member of a small team, each with responsibility for their own 'patch', the successful applicant must have excellent organisational, administration and IT skills and have good levels of knowledge and skill in Word, Excel, e-mail and internet use. Dealing with a range of clients on all aspects of their tenancy application or tenancy, this post requires experience of working with the public and excellent communication and customer care skills. Experience of working in an administration role is essential, experience of working in a Housing role whilst desirable is not essential as full training will be given.

This is a full time post (35 hours per week) and an excellent remuneration package, including a salary pension scheme and 31 days annual leave plus 9 days public holiday, is on offer.

Apply now

For a candidate information pack and further details of how to apply, contact recruitment@pentlandhousing.co.uk or call 01847 892507

Alternatively, you can visit the Pentland Housing Association website: www.pentlandhousing.co.uk for further details.

Closing date for applications: 12 noon, Friday 19 October 2018

Interviews for post: Thursday 25 October and Friday 26 October 2018