



clydebank housing association

*“Offering our community more than a home”*

Housing Officer  
(Full Time, Permanent)  
EVH GRADE 7 (PA22-PA25)

## **Recruitment Pack**

Advertised: June 2025

**Closing Date: Monday 21<sup>st</sup> July**



77-83 Kilbowie Road, Clydebank. G81 1BL

Scottish Charity No. SC 033962

Telephone: 0141 941 1044

Clydebank Housing Association Limited

# Contents

---

Welcome from the Chief Executive	Page 3
----------------------------------	--------

---

About Us	Pages 4-5
----------	-----------

---

Organisational Structure	Page 6
--------------------------	--------

---

Job Description	Page 7-8
-----------------	----------

---

Person Specification	Page 9-10
----------------------	-----------

---

Summary of Terms	Page 11
------------------	---------

---

The Selection Process	Page 12
-----------------------	---------

---

Recruitment Charter	Page 13
---------------------	---------

---

Fair Processing Notice	Page 14-15
------------------------	------------

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## Welcome from the Chief Executive

Dear Candidate,

Thank you for your interest in working with Clydebank Housing Association.

I hope this pack will provide you with details of the role and information about the Association to assist you in the application process.

Clydebank Housing Association is a customer focussed, high performing housing association operating in the central and East Clydebank area of the town. We own and manage over c. 1,200 homes for affordable rent and act as factor to another c. 600 owner occupied properties. Over the past 40 years we have continued to develop new housing and provide wider role activities including the provision of heat and hot water to almost 370 tenants at our multi-storey flats via our wholly owned subsidiary, CHA Power Limited.

We have a dedicated staff team who are committed to high levels of service and strong leadership from our Management Committee who drives forward the delivery of the Association's strategic objectives.

Thanks again for your interest and I wish you good luck in your application.

Yours faithfully,

Lynette Lees  
Chief Executive

## About Us

As our name suggests, we are a social landlord providing homes for rent in the town of Clydebank, West Dunbartonshire, several miles to the west of Glasgow. We celebrate our 40<sup>th</sup> anniversary in 2025!

In terms of size, we are currently the largest community-controlled Housing Association in West Dunbartonshire. We own over 1,200 homes, which are located in the Central, Linnvale, Whitecrook, and Drumry areas of the town, and are made up of a mixture of houses, tenements, modern flats, maisonettes, and multistorey flats. We also have 30 Shared Ownership units and we factor over 600 properties (Registration No PF000231).

Our house sizes range from 1 through to 6 bedrooms, and we also have a number of homes which are specially adapted for medical and social needs.

All of our properties are let to people in housing need through our waiting list, which is open to everyone over the age of 16. We operate a points system to ensure that those most in need are prioritised.

As a not-for-profit charity, the rent money we receive is channelled back directly into the management and maintenance of our homes, and to fund the services we provide.

We are a registered Scottish Charity (Charity no SC033962). We are run by a Management Committee made up of mainly local volunteers. We are committed to community control and encourage tenants and customers to become members of the Management Committee and to take an active part in the running of the Association.

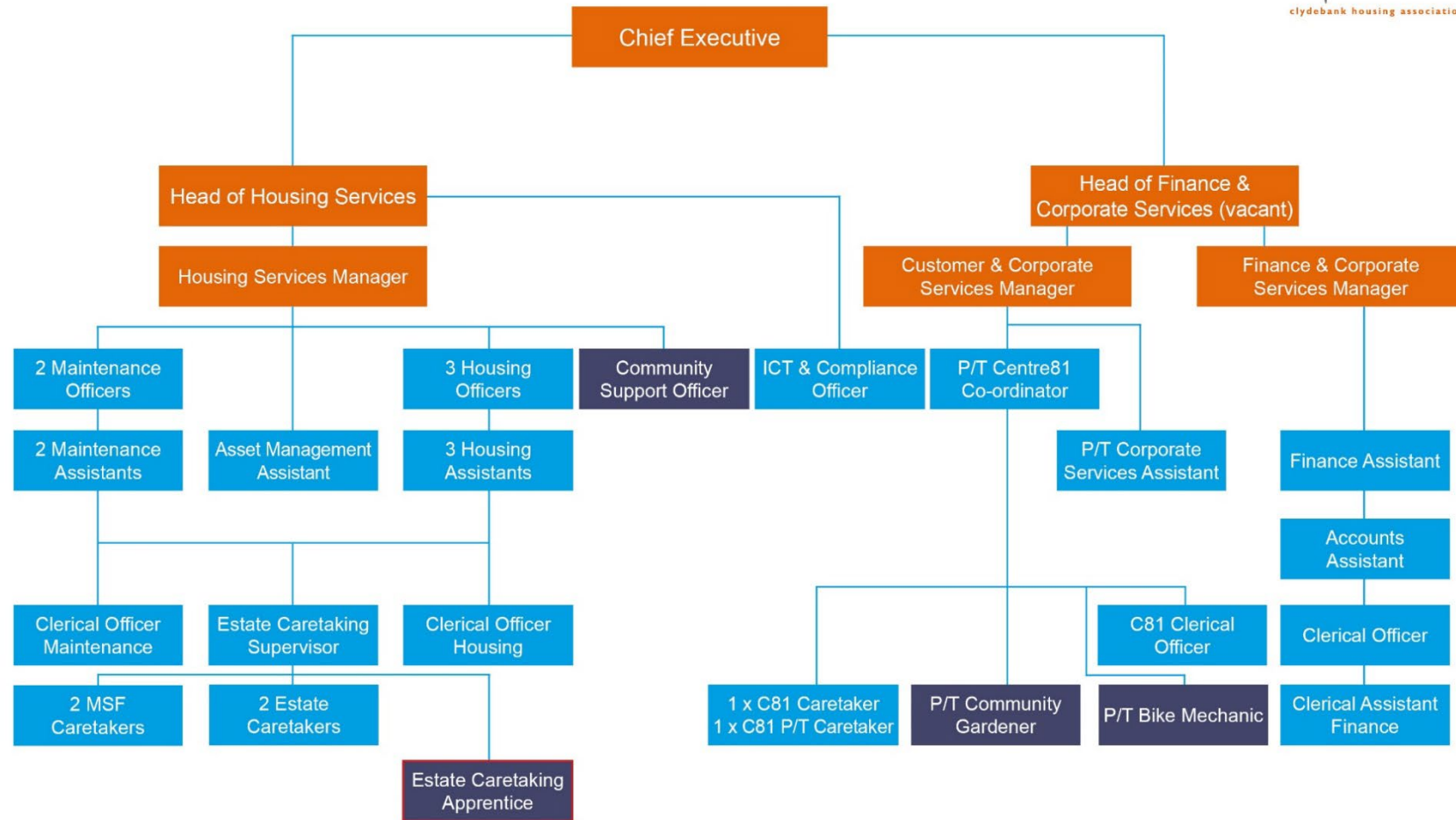
We are not just a landlord though, we also offer a range of additional services for the benefit of both our customers and the community of Clydebank. These include social outreach, community support, and health and wellbeing initiatives.

We own and manage a thriving local community centre, Centre81, in Whitecrook acts as both a hub and a base for many of these services, and is complemented by our main housing office, and our social economy centre, both of which are located at the bottom of Kilbowie Road.

We also have a wholly-owned subsidiary, CHA Power Ltd, which provides low-cost heat and hot water to over 380 2-bedroom homes and a local church. As we grow, diversify and offer an increasing number of wider role activities, our role as an employer becomes more significant and we now employ 35 staff. We are committed to equal opportunities, are a Disability Confident Employer and are dedicated to staff training and development.

## Organisational Structure

Staff Structure - December 2024



New Post/Vacant

Temporary Staff/  
Funded Posts

## Job Description



Job Title:	Housing Officer
Department:	Housing Services
Grade:	EVH Grade 7 Points PA 22 – PA 25
Reporting to:	Head of Housing Services & Housing Services Manager
Date Reviewed:	June 2025

### 1. General Duties

The Housing Officer (HO) is responsible to the Head of Housing Services (HOHS) and the Housing Services Manager (HSM) for housing management functions within the Housing Services department, including :

- Being the lead officer for a designated patch of housing stock and tenants.
- Providing relevant policy information to the HOHS/HSM, assisting in the review of policies, and ensuring that they are properly implemented.
- Reviewing and drafting relevant procedures and ensuring that these are implemented correctly.
- Supervising lower grade staff in conjunction with the HSM and HOHS.
- Reporting as required to the Housing Services Sub-Committee (HSSC), either directly, or by assisting the HSM/HOHS.
- Maintaining relevant information and housing systems in line with data protection legislation and CHA policies and procedures
- Maximising the functionality of the housing management system to enhance service in conjunction with the HOHS/HSM.
- Identifying training needs for self, and lower grade staff to ensure relevant skills are attained, in conjunction with the HHOS/HSM.
- Carrying out relevant staff training within knowledge base and capabilities

### 2. Specific Areas of Responsibility

Allocations, void properties and Lettings

- Operate the Association's void, allocations, and lettings processes in an efficient and cost effective manner in line with policy and procedure.
- Ensure that all void, allocations, and lettings data held on the housing system is present and correct, and that this is regularly checked.

- Liaising with other agencies and departments and ensuring joined up working and efficiencies.
- Providing correct and relevant advice and assistance to customers on void, allocation, and letting matters.

#### Estate Management & Anti-Social Behaviour (ASB)

- Effectively operate the Association's Estate Management and ASB functions in line with policy and procedures.
- Liaising with other agencies and departments and ensuring joined up working and efficiencies.
- Ensuring the provision of correct and appropriate advice and assistance to customers on Estate Management and ASB matters.

#### Rent Collection, Rent Setting and Rent Arrears Management

- Ensure that all rent arrears cases are monitored and actioned timeously in line with policy and procedures.
- Liaise with other agencies and departments, ensuring joined up working, and efficiencies.
- Take rent payments as required.
- Check and approve or refuse credit refunds to tenants, housing benefit or similar.
- Ensure all payment statements are correct and appropriately passed to admin staff for posting with additional information as required.
- In the absence of the HHOS/HSM raise the monthly rent debit.
- Assist the HHOS/HSM in the process of administering the rent increase procedure and policy.

#### Liaison with External Agencies

- Communicate with other partners and agencies as required in relation to the key functions of the section.

#### Tenant Participation

- Promote knowledge and awareness of tenant participation.
- Assist in consulting with tenants on review of key policies.

#### Customer Service

- Always provide and promote excellent customer service through duties, actions, and example.

#### Ensuring the Effectiveness of Association Policies and role

- Equal Opportunities in service provision – ensuring this information is kept up to date.
- Maintain personal knowledge of legislation, good practice, and all association policies and procedures at all times.

#### Community Engagement & tenancy sustainment

- Work alongside the Community Engagement Project Officer in promoting tenancy sustainment and referring tenants to the project as required

#### Welfare Rights

- Work alongside the Welfare Rights project officer in promoting welfare rights and referring tenants as required.

#### Wellbeing

- Look after and promote the wellbeing of customers, colleagues, and self in line with CHA initiatives and core values.

#### Teamwork

- Work as part of a team and always promote teamwork. Provide cover for other Officers/Patches as required.

#### Any other relevant duties

- Undertake any other reasonable duties as instructed by senior staff.



## PERSON SPECIFICATION – Housing Officer Grade 7 (EVH Salary PA22 to PA25)

This person specification is used to ensure that our recruitment process is as fair and objective as possible, thereby reducing the possibility of direct or indirect discrimination in recruitment and selection.

*To assist us in the process, please could you refer to this person specification when completing your application form. Please ensure that you include examples relevant to the post that you are applying for.*

Housing Officer Grade 7	Essential	Desirable	How will we test?
Skills and Abilities	<ul style="list-style-type: none"> <li>• Self-motivated</li> <li>• Excellent Computer/IT skills (including data management, Microsoft Office, and use of a recognised housing management software package)</li> <li>• Customer centred approach with excellent verbal and written communication and interpersonal skills</li> <li>• Excellent time management and planning skills</li> <li>• A flexible, confident, pragmatic, and assertive manner</li> <li>• Ability to work under pressure to meet deadlines and use initiative</li> <li>• Problem solver with a proactive approach to solving</li> <li>• Ability to analyse data and spot trends with an eye for detail</li> <li>• Commitment to a high standard of work and demonstration of this</li> <li>• Proven ability to achieve results in key performance areas of housing management, e.g. rent arrears, allocations, antisocial behaviour resolution etc.</li> <li>• Commitment to team working and ability to liaise effectively with other internal departments and external agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Team leader or staff management skills</li> </ul>	Application Form  Interview  References

Experience	<ul style="list-style-type: none"> <li>• Can demonstrate experience of working with the public for at least 1 year</li> <li>• At least 1 year's recent experience of working within a Housing Association and/or Local Authority Housing Management department/section</li> <li>• Contribution to researching, writing and implementing policies and procedures</li> <li>• Experience of overseeing at least one Housing Management function, e.g. rent arrears, allocations, estate management or neighbour complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Supervision of lower grade staff</li> </ul>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Knowledge	<ul style="list-style-type: none"> <li>• Understands and commitment to equal opportunities and legislation in a general and a housing context</li> <li>• Understanding of Housing law and the Housing (Scotland) Act 2001</li> <li>• Understanding of the Scottish Social Housing Charter and the Annual Return on the Charter (ARC) return</li> <li>• Up to date and relevant housing management knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of tenant participation</li> <li>• Health and safety knowledge and awareness</li> </ul>	<p>Application form</p> <p>Interview</p> <p>References</p>
Training and education	<ul style="list-style-type: none"> <li>• Minimum of 2 SCE Higher level passes or equivalent, or a further education qualification to a minimum of HND or Diploma level</li> <li>• A recognised housing qualification or a commitment to undertake a recognised housing qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Equality training</li> <li>• Supervision or management training</li> </ul>	<p>Application Form</p> <p>Certificate Check</p> <p>Interview</p>
Other requirements	<ul style="list-style-type: none"> <li>• A demonstratable flexible and conscientious approach to work</li> <li>• The ability to work outwith office hours and attend work related events as required</li> <li>• A full driving licence and access to a car</li> </ul>		<p>Application form</p> <p>Interview</p> <p>References</p>

## Summary of Terms

Clydebank Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH terms. A summary of the principal areas are as follows:

<b>Salary</b>	Employers in Voluntary Housing Grade 7 (PA22-PA25) £40,635 from April 2025, 35 hours per week
<b>Salary Payment</b>	Salary will be paid on 28 <sup>th</sup> of the month
<b>Contract Status</b>	Permanent, Full Time
<b>Hours</b>	35 hours per week, Monday to Friday  The office is open to the public: 9am-5pm Monday to Thursday 9am-4pm Friday
<b>Place of Work</b>	Clydebank Housing Association Ltd 77-83 Kilbowie Road Clydebank G81 1BL  The Association has access to free car parking.
<b>Holiday Entitlement</b>	25 days per annum / 15 public holidays per annum
<b>Pension</b>	The Association offers SHAPS Defined Contribution pension scheme (Employee contributions 5% and Employer contributions 10%). The Association also operates an auto-enrolment pension scheme (Employee contributions 5% and Employer contributions 4%).
<b>Notice Period</b>	Four weeks
<b>Professional Fees</b>	One set of professional fees paid per annum
<b>Learning &amp; Development</b>	We are committed to investing in our people to ensure that staff members within each department are able to contribute fully to the Association's objectives.
<b>Additional Benefits</b>	The Association has a positive, encouraging culture that promotes work life balance and is supportive of flexible working requests Commitment to continued learning and development Access to financial and legal advice Access to mental health support Free gym membership Access to free bike hire Staff are enrolled into a Simply Health scheme for claiming health expenses

## The Selection Process

A summary of the selection process and key dates are as follows:

<b>Application</b>	<p>When submitting your completed application, please include the following documentation:</p> <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Equal Opportunities Monitoring Form</li> </ul> <p>Please do not enclose your Curriculum Vitae (CV).</p> <p>When completed this form can be returned by e-mail to:  <a href="mailto:vacancies@clydebank-ha.org.uk">vacancies@clydebank-ha.org.uk</a></p> <p>Or by post to:          Private and Confidential          Customer &amp; Corporate Services Manager          Clydebank Housing Association          77-83 Kilbowie Road          Clydebank G81 1BL</p>
<b>Closing Date</b>	<p>Please note that the closing date/time for receipt of applications is:</p> <p><b>Closing date for applications is 17:00 on Monday 21<sup>st</sup> July</b></p> <p>Please note that applications returned after this time will not be considered.</p>
<b>Interview</b>	<p><b>Interviews will be held week beginning 28<sup>th</sup> July</b></p>
<b>Place of Interview</b>	<p>Clydebank Housing Association Ltd main offices          77-83 Kilbowie Road          Clydebank          G81 1BL</p> <p>The Association has access to free car parking.</p>

## Recruitment Charter

Clydebank Housing Association is committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

- You will be treated in a polite, helpful and friendly manner at all times.
- When you request a recruitment pack, it will be sent by the end of the next working day.
- Please send a stamped addressed envelope with your application if you would like an acknowledgement that we have received it. Emailed applications will be acknowledged by return.
- The information you provide will be treated in confidence and with discretion.
- We have Equality & Diversity and Equality & Diversity in Employment Policies which we commit to review annually. We are also committed to complying with all current anti-discrimination law, regulations and good practice.
- As part of our commitment to equal opportunities, we are a recognised Disability Confident Employment accredited by the JobCentre Plus.
- We will normally give you at least one week's notice of the interview and we ask that you promptly confirm your attendance or otherwise. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.
- The selection process will be conducted in a professional manner and we will provide you with sufficient information to enable you to make an informed choice regarding the position for which you have applied.
- If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within one week of the conclusion of the interviews.
- If you have been unsuccessful at interview, we will normally advise you in writing within two weeks.
- On request, we can give you constructive feedback on your interview.

If you are unhappy with any part of the recruitment and selection procedure, you should contact us in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Complaints procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.



## Fair Processing Notice



March 2018

# Fair Processing Notice

for Clydebank Housing Association Ltd  
Job Applicants

### How we use your information

Clydebank Housing Association is known as "Controller" of the personal data provided to us and is required to make sure all personal information is handled and kept carefully in line with General Data Protection Regulations (GDPR).

The information we collect from you will primarily be basic personal and contact details required to carry out our major functions as a social housing provider, however there are occasions where we are required to collect data of a more sensitive nature and this will be treated with the appropriate level of confidentiality.

We may collect the following personal information about you:

- Personal details: name, addresses, date of birth
- Contact details: home phone number, mobile phone number, and email address
- Further details: gender, ethnicity, disability, medical details, signature
- Employment: employment history, education history
- Employment application details: Asylum status, criminal record declaration

We may also record factual information whenever you contact us or use our services, as well as information about other action we take, so we have a record of what happened.

We need to know your personal data to provide you with the housing services you have engaged with to us to provide, and to communicate effectively with all data subjects as required by the Scottish Housing Regulator.

We will not collect any personal data from you that we do not need.

We need your personal information to allow us to be able to:

- Meeting our legal obligations including information we have to provide to regulators and statutory authorities
- Reply to enquiries and contact all customers when requires
- Process your job application

### Sharing your information

All personal data we process is processed by our staff in the UK. We sometimes need to share personal information with other organisations, however where this is necessary, we are required to comply with all aspects of the GDPR. Even when this is required, we only share data within the European Union (EU). We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

We are also required to share information with statutory bodies governing finance and housing industries, for auditing and inspection purposes. However this will be restricted to the actual information required from the association and will mainly be viewed within the association, with strict permission set on our electronic file system to ensure use is controlled. We will also encrypt and limit the content of any files that do have to be sent either electronically or otherwise.

### Contractors and suppliers

We may share your personal information with our suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensure we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following organisations:

- Printing and mail distribution
- Document storage and archive scanning

### Special category data

There are certain occasions where it will be necessary to perform our functions as a social housing landlord for us to share information containing special categories of data. Currently we would only ever share the following two types of this more sensitive information:

- Medical details: Shared with doctors in order for us to have individual housing situation and need professionally assessed.
- Racial or ethnic origin: Shared with statutory bodies and reported on as a statistical breakdown of housing or job applicants only, not including any actual personal data

### Third party access

Any third party who Clydebank Housing Association gives access to our electronic files is therefore called a Data Processor because they are processing data on behalf of the Association. Although the Data Controller and Data Processor are two separate entities, we are required to ensure all third party access is given in compliance with all GDPR principles, and to this affect will have a third party access agreement in place.

The following organisations may be given controlled access to our electronic network for reasons of security, maintenance, or any specific purposes outlined in their third party agreement:

- IT maintenance/support contractors
- Specialist housing software providers
- User and file system auditing software provider

[clydebank-ha.org.uk](http://clydebank-ha.org.uk) 0141 941 1044   @clydebankha





## Power of Attorney

If you wish anyone to deal with your affairs on your behalf please find specific consent form for this on our website or request this from the office. This allows you to request a named person permission to discuss specific or all of your personal data with the Association as required.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller's identity, or check that we have your approval to deal with them.

## Violent or abusive behaviour

If you are violent or abusive to Clydebank Housing Association staff, customers or other residents, we may decide to place a "warning marker" on your customer record in order to protect Clydebank Housing Association colleagues.

If we do this, we will write and tell you why and you will have the right to appeal against our decision as per our Unacceptable Behaviour Policy. We will share this information with our partners, for example our contractors or the Fire Service in order to protect their colleagues too.

## How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access.

Unless you pay our bills using direct debit we will not usually retain your payment details. Whoever pays your bills will have to give us the payment card details each time they make a payment.

If we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure location and are password protected, with unusual and unauthorised access monitored by specialist

auditing software and our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information will be kept in locked drawers, cabinets or rooms.

Our computer systems are located in our offices in Clydebank but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed. More information on the document retention schedule adopted by the association can be found in the Nation Housing Federation's most recent guide to document retention available online at [www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations](http://www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations).

## Your rights

If at any point you believe the information we hold is incorrect you may request to see it, have it corrected or deleted. You are entitled to request a copy of any personal data we hold of yours.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Data Protection Officer who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office.

Our Data Protection officer can be contacted at [dataprotection@clydebank-ha.org.uk](mailto:dataprotection@clydebank-ha.org.uk). A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at <http://clydebank-ha.org.uk/data-protection> or by request from our office.

**Clydebank Housing Association Ltd**

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel 0141 941 1044 [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)

Fax 0141 941 3448 [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)



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Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. To the best of our knowledge all information contained in this notice is correct at the time of going to print 03.18.