



# HOUSING OFFICER

Recruitment Pack



[www.clochhousing.org.uk](http://www.clochhousing.org.uk)

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## Welcome



Thank you for your interest in the Housing Officer role at Cloch. I'm pleased that you are considering joining us, and I hope this pack gives you a clear insight into who we are, what we value, and the important contribution you could make to our organisation.

At Cloch, people and community sit at the heart of everything we do, guiding how we work together and support our tenants across

Inverclyde. This is especially evident than within our Housing and Communities team, where professional judgement, strong relationships and balanced decision-making can make a real and lasting difference to people's lives.

As a Housing Officer you will be a visible and trusted presence within your community. Working closely with colleagues across Housing, Community Support and Property Services, and alongside external partner agencies, you will play a key role in delivering safe, well-managed homes, supporting tenancy sustainment, compliance with housing legislation, and embedding our Vision and Values into everyday practice.

You will be joining Cloch at a time when social housing has never been more important. Increasing financial pressures, complex customer needs mean our Housing Officers are central to protecting tenancies, managing risk and maintaining confidence in our services. We are proud of the professionalism, commitment and impact of our Housing and Communities team.

At Cloch, we are committed to being a supportive, collaborative and forward-thinking organisation. We value learning, reflection and continuous improvement, and we support our people to develop and thrive. If you are passionate about delivering high-quality housing services, and motivated by making a genuine difference to communities, we would be very pleased to hear from you.

Robert Pollock  
**Chief Executive**

## About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2028, Cloch will celebrate its 60<sup>th</sup> year in operation and today, we own approximately 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation.

Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



## Our Vision and Values



### Vision

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

### Values

**Be Positive** in attitude.

**Be Better** and always look to improve everything you do.

**Be Kind** to yourself, to others and in your approach to our services.

**Be Responsible** for yourself, your customers, and your community.

## People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- Hybrid/Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Health Cash Plan
- Counselling Service
- Salary Sacrifice
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days




### Housing Officer

<b>Salary:</b>	£42,707- £46,895 (Grade 7, pro rata)
<b>Contract:</b>	Temporary (Two-Year Fixed Term) / Part-Time
<b>Hours:</b>	14 hours per week (Job Share)
<b>Reporting To:</b>	Housing Manager

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model, subject to the needs of the team.
- We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days (pro rata)
- All appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the SHAPS pension scheme and life insurance, providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

## Job Description

*Homes & services which exceed customer expectations delivered by a strong and resilient organisation.*

<b>Housing Officer</b> <i>Job Description</i>			
<b>The Role</b>			
<b>Job Title:</b>	Housing Officer	<b>Report to:</b>	Housing Manager
<b>Department:</b>	Housing & Communities	<b>Hours:</b>	14 hours per week (Job Share)
<b>Grade:</b>	7	<b>Salary:</b>	£42,707- £46,895 (pro-rata)
<b>Role Summary and Purpose</b>			
<p>The Housing and Community Services team aims to deliver a high quality, customer focused service that encompasses all aspects of housing management and customer support. Our functions include acting as the first point of contact for customer enquiries, managing allocations and void properties, maximising rental income, addressing anti-social behaviour, overseeing estate management, encouraging tenant participation, and providing tenancy support to promote sustainment via the Community Support team. We are a motivated team committed to continuous improvement, innovation and to upholding the vision and values of the Association.</p> <p>As a Housing Officer, you will take lead responsibility for managing a defined patch of housing stock and a caseload of tenancies. You will work closely with tenants to ensure rent is paid, intervene early where arrears arise, and take proportionate, timely action to address tenancy breaches, including anti-social behaviour. Using professional judgement, you will manage complex and sensitive cases, balance support with enforcement, and work proactively to resolve issues, reduce risk, and protect communities.</p> <p>You will be a visible and consistent presence within your community, building effective working relationships with tenants and partner agencies to support positive outcomes. Working closely with colleagues across Housing, Community Support and Property Services, and supporting the Housing Manager, you will contribute to strong operational performance, compliance with housing legislation, and the delivery of the Association's strategic objectives. Your knowledge, experience and decision-making will play a key role in delivering a responsible, value-for-money housing management service and in embedding the Association's Vision and Values into everyday practice.</p>			

## Tenancy Management

- Take lead responsibility for the day-to-day management of a defined patch of tenancies, maintaining oversight of tenancy conditions and customer compliance.
- Work proactively with tenants to support tenancy sustainment, balancing early intervention and support with firm, proportionate enforcement where required.
- Manage changes to tenancy, succession, assignation and sub-letting requests in line with legislation, policy and procedural requirements.
- Identify and manage risks to tenancy sustainability, including vulnerability, safeguarding concerns and repeat tenancy breaches, escalating appropriately.
- Carry out regular tenancy visits and case reviews to ensure emerging issues are identified early and addressed effectively.
- Take responsibility for managing and progressing complex tenancy cases, applying professional judgement and making decisions within delegated authority.
- Ensure all tenancy management activity is accurately recorded within housing management systems and case files, in line with data protection requirements.
- Contribute to the continuous improvement of tenancy management practice through learning from cases, complaints and outcomes.

## Income Management and Rent Arrears

- Take lead responsibility for the effective management of rent accounts across a defined patch of housing stock, ensuring rent is charged and collected accurately and on time.
- Work proactively with tenants to promote rent payment, prevent arrears arising, and encourage early engagement where payment difficulties are identified.
- Identify, investigate and manage rent arrears cases, taking timely and proportionate recovery action in line with policy, procedure and relevant legislation.
- Agree, monitor and enforce repayment arrangements, reviewing cases regularly and escalating action where tenants fail to engage or sustain agreements.
- Manage complex and high-risk arrears cases, applying professional judgement to balance tenancy sustainment with income protection.
- Prepare and progress cases for legal action where necessary, including the production of documentation and liaison with legal representatives as required.
- Work closely with internal colleagues and external agencies, including welfare and advice services, to maximise tenant income and support sustainable outcomes.
- Maintain accurate and up-to-date rent account records and case notes within housing management systems, ensuring compliance with data protection and audit requirements.
- Contribute to the Association's overall income performance by monitoring arrears trends, identifying repeat issues, and supporting continuous improvement in income collection practice.

## Anti-Social Behaviour and Tenancy Enforcement

- Take lead responsibility for the investigation and management of anti-social behaviour cases within a defined patch of housing stock.
- Respond promptly to reports of anti-social behaviour, carrying out proportionate investigations, gathering evidence, and assessing risk in line with policy and legislation.
- Work directly with tenants, neighbours and partner agencies to address anti-social behaviour, balancing early intervention and resolution with formal enforcement where required.
- Develop, implement and monitor action plans and agreements to address tenancy breaches, reviewing progress and escalating where behaviour fails to improve.
- Prepare and progress cases requiring formal enforcement action, including written warnings, referrals, and legal action where appropriate.
- Represent the Association in multi-agency forums and case discussions relating to anti-social behaviour, safeguarding and risk management.
- Apply professional judgement when managing complex or high-risk cases, ensuring decisions are proportionate, defensible and clearly recorded.
- Ensure all anti-social behaviour and enforcement activity is accurately documented within housing management systems, in line with data protection and audit requirements.
- Contribute to safer, well-managed communities by taking consistent and effective action to address behaviour that breaches tenancy conditions.

## Customer Service

- Deliver a professional, customer-focused housing service that is accessible, consistent and responsive to tenant needs.
- Act as a key point of contact for tenants within a defined patch, managing enquiries and issues effectively through to resolution.
- Communicate clearly and confidently with tenants, including when discussing sensitive or challenging matters such as rent arrears, tenancy breaches or enforcement action.
- Resolve customer concerns and complaints at the earliest appropriate stage, applying professional judgement and learning from outcomes to improve service delivery.
- Ensure tenants are kept informed and updated on matters affecting their tenancy, services or neighbourhood, using appropriate communication methods.
- Promote positive tenant engagement and encourage constructive relationships between tenants and the Association.
- Uphold the Association's service standards and values in all customer interactions, acting as a positive ambassador for Cloch Housing Association.
- Contribute to service improvement by identifying recurring customer issues, feeding back learning, and supporting changes to improve customer experience.

## Partnership Working

- Work in partnership with internal colleagues and external organisations to support tenancy sustainment, address risk and improve outcomes for tenants and communities.
- Develop and maintain effective working relationships with partner agencies, including local authority services, welfare advice, Police Scotland, and support providers.
- Represent the Association at multi-agency meetings and case discussions relating to rent arrears, anti-social behaviour, safeguarding and vulnerability.
- Share relevant information appropriately and proportionately to support effective joint working, in line with data protection and information-sharing requirements.
- Coordinate and contribute to multi-agency action plans for complex or high-risk cases, ensuring agreed actions are progressed and reviewed.
- Use partnership working to support early intervention, reduce escalation, and deliver balanced outcomes that protect tenants, neighbours and the Association.
- Contribute professional housing expertise to partnership discussions, ensuring the Association's responsibilities and interests as a landlord are clearly represented.

## Estates and Neighbourhood Management

- Maintain overall responsibility for the effective management of estates and neighbourhoods within a defined housing patch, ensuring standards are upheld and issues are addressed appropriately.
- Provide guidance, oversight and support to the Assistant Housing Officer in the day-to-day management of estates, including prioritisation of issues and escalation of more complex cases.
- Intervene directly where estate-related issues become persistent, high-risk or require Housing Officer judgement, decision-making or enforcement action.
- Review estate inspection outcomes reported issues and follow-up actions to ensure concerns are resolved within agreed timescales and in line with policy.
- Work in partnership with Property Services, contractors and external agencies to address estate management issues, particularly where tenant behaviour, access or compliance affects service delivery.
- Take a lead role in addressing serious or ongoing estate-related concerns, including environmental issues, community safety and breaches of tenancy conditions.
- Support consistent and fair approaches to estate management, ensuring actions are proportionate and clearly communicated to tenants.
- Ensure estate management activity and decisions are accurately recorded and monitored within housing management systems.

## Housing Allocations

- Provide professional oversight and assurance for housing allocations within a defined housing patch, supporting compliant and effective practice.
- Support and advise Assistant Housing Officers in the administration of housing applications, short-listing, viewings and offers, particularly where issues are complex or sensitive.
- Step in at key points in the allocations process, including tenancy sign-up, to ensure applicants fully understand their rights and responsibilities under the tenancy agreement.
- Apply professional judgement in cases involving higher levels of risk, vulnerability, homelessness duties or previous tenancy issues, escalating or seeking guidance where required.
- Work with the local authority and relevant partner agencies as necessary to support nominations, referrals and housing options in line with agreed protocols.
- Ensure allocation decisions and tenancy sign-ups are carried out in accordance with policy, legislation and good practice, with appropriate records maintained to support transparency and audit.
- Contribute to reducing void loss and promoting tenancy sustainment by supporting consistent and proportionate allocation practice.

## Reporting and Case Management

- Maintain accurate, timely and comprehensive case records across all areas of housing management, including tenancy management, rent arrears, anti-social behaviour and enforcement activity.
- Take responsibility for the effective management of complex and high-risk cases, ensuring actions, decisions and outcomes are clearly documented and defensible.
- Prepare reports, case summaries and supporting documentation for internal use, legal action, court proceedings and multi-agency case discussions as required.
- Ensure housing management systems are kept up to date, with clear audit trails that demonstrate compliance with policy, legislation and good practice.
- Review and quality-check casework where appropriate, providing guidance and direction to Assistant Housing Officers on recording standards and case progression.
- Use case data, trends and outcomes to inform decision-making, support service improvement and contribute to strong operational performance.
- Ensure all case management activity complies with data protection, confidentiality and information-governance requirements

## Leadership, Decision-Making and Professional Judgement

- Act as a lead practitioner within the Housing Services team, providing professional judgement, consistency and direction across day-to-day housing management activity.
- Take responsibility for making informed, proportionate decisions in complex or sensitive cases, balancing tenant support with the Association's responsibilities as a landlord.
- Provide guidance and support to Assistant Housing Officers, particularly where cases escalate beyond routine management or require Housing Officer intervention.
- Lead by example in applying policies, procedures and legislative requirements, ensuring decisions are fair, consistent and defensible.
- Exercise judgement within delegated authority to manage risk, resolve disputes and progress cases involving arrears, anti-social behaviour and tenancy breaches.
- Challenge and address poor practice or non-compliance where identified, supporting learning and continuous improvement within the team.
- Contribute to a strong performance culture by taking ownership of outcomes, learning from casework and complaints, and promoting best practice in housing management.
- Support the Housing Manager in maintaining effective service delivery by stepping in where required to ensure continuity, quality and appropriate decision-making.

## Other Duties

- Undertake other reasonable duties commensurate with the grade and responsibilities of the post, in line with the needs of the service.
- Provide cover and support across the Housing Services team during periods of absence, increased demand or service pressure, as required.
- Attend training, briefings, meetings and development activities to maintain professional knowledge and ensure continued compliance with legislation, policy and good practice.
- Participate in team meetings, service reviews and improvement activity, contributing constructively to the development of the Housing Service.
- Respond appropriately to urgent or emergency situations affecting tenants or the Association, including occasional out-of-hours support where necessary.
- Carry out duties in accordance with the Association's policies, procedures, values and expected standards of conduct at all times.

## Person Specification

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

<p><b>Housing Officer</b></p> <p><i>Person Specification</i></p>		
<p><b>Qualifications &amp; Professional Development</b></p>		
	<p><b>Essential</b></p>	<p><b>Desirable</b></p>
<p>Educated to HNC level (or equivalent) or able to demonstrate relevant transferable skills and experience.</p>	<p>✓</p>	
<p>Commitment to ongoing professional development.</p>	<p>✓</p>	
<p>Qualification in Housing or related discipline (e.g. Housing Studies, CIH).</p>		<p>✓</p>
<p>Relevant customer service or leadership qualification.</p>		<p>✓</p>
<p><b>Experience</b></p>		
<p>Background in a housing management or customer-facing role.</p>	<p>✓</p>	
<p>Proven ability to manage a caseload or varied workload involving prioritisation and informed decision-making.</p>	<p>✓</p>	
<p>A track record of working directly with customers, including handling sensitive or challenging situations.</p>	<p>✓</p>	
<p>Evidence of working collaboratively with colleagues and partner agencies to achieve positive outcomes.</p>	<p>✓</p>	
<p>Previous work within a social housing or local authority setting.</p>		<p>✓</p>
<p>Practical involvement in managing tenancy-related matters such as rent arrears, anti-social behaviour or tenancy breaches.</p>		<p>✓</p>
<p>Involvement with households presenting vulnerability, risk or more complex support needs.</p>		<p>✓</p>

Skills & Abilities		
Ability to communicate clearly and professionally with tenants, colleagues and external partners.	✓	
Ability to manage competing priorities and work independently within agreed timescales.	✓	
Sound decision-making and problem-solving skills, applying judgement appropriately.	✓	
High standard of written communication, including accurate record keeping.	✓	
Confident IT skills, including use of housing or case management systems.	✓	
Ability to undertake home visits, estate-based work and engage directly with communities.	✓	
Knowledge		
Understanding of core housing management functions and customer service principles.	✓	
Awareness of tenancy responsibilities and the need to balance support with enforcement.	✓	
Knowledge of data protection, confidentiality and good record-keeping practice.	✓	
Working knowledge of relevant housing legislation and guidance.		✓
Awareness of welfare benefits and factors affecting tenancy sustainment.		✓
Understanding of partnership working and safeguarding principles.		✓

<b>Values &amp; Behaviours</b>		
Commitment to delivering high-quality, customer-focused services.	✓	
Professional, fair and consistent approach to housing management.	✓	
Resilient and calm when dealing with conflict or challenging situations.	✓	
Commitment to equality, diversity and inclusion.	✓	
Positive, flexible and collaborative approach to team and partnership working.	✓	
<b>Other Requirements</b>		
Full driving licence and access to a vehicle for work purposes.	✓	
Willingness to work flexibly to meet service needs.	✓	

## How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to:

- [recruitment@clochhousing.org.uk](mailto:recruitment@clochhousing.org.uk)

The closing date for applications is **12pm on Tuesday 2<sup>nd</sup> June 2026.**

Following this, shortlisted candidates will be contacted and invited to attend a competency-based interview with the panel, consisting of the Director of Customer Services & Communities and Housing Manager.

It is anticipated that interviews for the role will be held week commencing 8<sup>th</sup> June 2026.

**Thank you and good luck with your application.**

### **Cloch Housing Association**

19 Bogle Street, Greenock, PA15 1ER

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01475 783637

