



Job Title:	Assistant Housing Services Officer	Post No:	2026/03
Department:	Housing Services	Grade:	6 (EVH – Grading guidelines attached)
Reporting to:	Housing Services Officers on a day to day basis Senior Housing Services Officer / Housing Services Manager/Director/Management Committee	Date Reviewed:	March 2026

1. Job Summary / Overview

- Operating within a strong performance culture you will be expected to deliver excellent performance results.
- You will have an innovative approach and be solution focussed.
- You will be empowered to deliver right ‘first time’ services, offering personalised solutions for your customers and the community.
- You will be a visible and familiar face within Pineview’s area/community.
- You will be instinctively customer focussed and have a can do attitude to ensure that our customers’ experience of service is always positive.
- You will understand the importance of and work with Pineview colleagues and partner agencies to achieve great outcomes.
- You will carry out your duties to ensure compliance with Pineview values, objectives, policies, procedures, priorities and key performance indicators
- As the Association operates in a changing environment, flexibility by you and all staff is essential.
- Pineview is committed to Equality and Diversity and all your tasks / duties must be carried out in accordance with our Equality & Diversity Policy.

2. Values and Behaviours

Pineview Core Values are inherent in everything we do. These values are:

- Community – engaging, collaborating and including
- Resilience – continuously learning, developing and adapting
- Integrity – being open, honest and fair
- Diligence – working conscientiously and to a high standard
- Dignity – treating everyone with respect and compassion

Behaviour statements are a way of explaining how we, as individuals, live the Pineview values.

Our Behaviours Framework has been developed in partnership with staff across the organisation and include the following main headings:

- Communicating in an honest, open and transparent way.
- Embracing change
- Building great relationships
- Acting with courtesy and consideration
- Valuing everyone's contribution
- Delivering excellent service

3. Job Purpose – Main Objectives

This job description is a general guide to the basic tasks / duties which you are typically expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and commensurate with your salary grade may be expected. It should also be noted that you are required to agree work priorities and tasks to be completed on a regular basis with your Supervisor/Line Manager.

The main job objectives are as follows:

- Assist and support the Housing Services Officer in the delivery of an excellent service that is customer focussed, legislative and regulatory compliant and sustains high levels of quality in a right first time culture.
- Provide a customer focussed housing management service for our customer which includes tenancy compliance, voids & allocations, estate & neighbourhood management, repairs and maintenance and arrears & debt recovery.
- Work with colleagues to provide customers with an excellent first point of contact service focusing on problem resolution and high levels of satisfaction.
- Provide effective, efficient and responsive services to the Association's customers, including, but not restricted to, existing tenants, former tenants, potential tenants and sharing owners / owner occupiers.
- Assist the Housing Services Officer in ensuring that maintenance contracts and repairs are carried out to a high standard meeting the aims of the Association.
- Provide a customer focussed factoring service to our sharing owners / owners.
- Maintain comprehensive, accurate and up to date tenancy, property and estate records, reporting and administrative systems.
- Assist in the completion of the ARC and any other statistical returns.
- Take ownership for delivering excellent customer service, meeting performance targets and enhancing service delivery.
- Focus on problem resolution and high levels of satisfaction.
- Ensure that the Association provides an efficient, courteous, effective and responsive service to all customers in relation to all matters.
- Provide accurate, reliable and timely reports, and information for reports, for senior Staff and Committee and attend meetings as required.

- Assist the Housing Services Officer in ensuring that all maintenance works are completed in accordance with the Association's targets in relation to SHQS, EESSH (or subsequent equivalent / replacement), reactive, cyclical and planned maintenance.
- Be responsible for your training requirements / learning in relation to role and proactively seek ways to improve knowledge and skills via continuous improvement / personal development.
- Attend external forums and training as required.
- Act as a role model for other staff and also as a representative of the Association when attending conferences, seminars, training sessions etc.

4. Main Duties

4.1 General

- Provide customer care services to all customers and as required deal with callers to the office, telephone enquiries and mail.
- As required provide front office reception duties and cover.
- Contribute to the development and review of policies, procedures and practices which enhance customer service, efficiency and cost effectiveness in all areas of activity.
- Assist in the implementation of the Association's equalities and diversity policy and any action plans as necessary.
- Identify and attend training courses, seminars and conferences as required, keeping up to date with legislation and best practise.
- Deal with complaints and service delivery failures in line with the complaints handling procedure.
- Contribute to the Association's newsletter, website, Facebook page, twitter feed and any other future resources.
- Liaise effectively with staff internally & partner agencies in order to maximise performance and enhance service delivery.
- Be aware of budgetary consideration relevant to work undertaken.
- Ensure that the Association's files and computerised records are kept up to date and maintained as confidential records and in accordance with the Data Protection Act and UK GDPR (The General Data Protection Regulation).
- Input and monitor data on the Association's computerised systems to ensure comprehensive, up to date and accurate information is available / provided in accordance with policy, procedures and regulatory compliance.

- Ensure requests for information, reports and statistics are responded to accurately and within agreed timescales.
- Maintain accurate, robust, reliable and validated audit trails for all work responsibility areas.
- Ensure Housing Services invoices are processed in line with procedures and financial regulations.
- Ensure the estate caretaker service delivers service objectives, performance and customer service standards. Seek advice and liaise with senior colleagues regarding any non-routine / complex issues identified.
- Carry out any other duties as may be deemed necessary by the Housing Services Officers, Senior Housing Services Officer, Housing Services Manager and Director, commensurate with the Assistant Housing Services Officer grade.

4.2 Tenant Participation in Service Delivery, Wider Action and Customer Satisfaction

- Implement initiatives to ensure user feedback on the quality of service and act to improve levels of satisfaction in line with this feedback.
- Implement wider action initiatives in line with policy, customer priorities and budget provision.
- Prepare and provide information and advice to customers on a range of housing issues, including the newsletter, information leaflets, website, tenants' handbook and annual report, residents meetings, etc.
- Assist, organise and attend meetings with new and existing tenants, owners and applicants as required to promote the active involvement in services provided to them by the Association in line with the Association's customer engagement strategy and customer care policies.
- Liaise closely with other agencies to ensure the effective management of supported tenancies and specialist accommodation.
- Refer and liaise closely with other agencies to ensure customers have access to appropriate support services.
- Assist with the preparation, undertaking and follow up of participation meetings, such as customer forums, area meetings, close meetings etc.
- Support the development of the Association's Customer Forum, other customer groups and also Pineview's involvement in community initiatives.

4.3 Housing Register

- Maintain the housing register in line with Pineview's policies and procedures, ensuring that the housing register details are accurate and continually up to date.
- Ensure accurate information, advice and assistance is provided to customers regarding their housing application and housing options.
- Deal with enquiries from applicants and potential applicants as required, providing assistance to applicants to complete forms, carry out housing options interviews and following procedures as required to verify circumstances.
- As required, check and authorise housing application forms including those completed by other staff.
- Carry out verification and home visits to housing applicants as required.

4.4 Voids

- Assist in the process re notice of termination from existing tenants ensuring that they are fully aware of their responsibility to end their tenancy constructively. This will include, as required, carrying out termination visits with tenants on receipt of termination notice and at regular intervals during the termination period and on return of keys from tenant.
- As required, ensure terminating tenants have carried out all work they are responsible for prior to termination or are recharged the cost of the Association doing the work.
- As required, ensure any void properties meet the void standard for allocation to new tenant(s) and ensuring new tenants are satisfied with the standard of the property at the point of allocation.

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4.5 Allocations

- Carry out duties as required in respect of the allocation of void properties in accordance with the Association's allocations policy and procedures for letting properties, including transfer applications, nominations agreements and referral agreements.
- Assist in the allocation of properties as required, including but not restricted to, identifying suitable applicants for any void properties; issuing Housing Services

Officers with approved offers of let; preparing sign up packs; signing up new tenants; and carrying out new tenant settling in and satisfaction visits.

- Assist in the administration and implementation of the Section 5 protocol with Glasgow City Council and any other agencies with which the Association has a referral procedure.
- As required, undertake accompanied viewings with applicants to void properties or properties due to become void and available for relet.
- As required, carry out signing up procedures and provide information to new tenants regarding rights and responsibilities under the Tenancy Agreement.
- Provide tenants with comprehensive advice regarding their responsibilities as a tenant with Pineview. Provide assistance to tenants with matters relating to their rental liability, as well as welfare and other advice or referrals to appropriate agencies.
- As required, carry out settling in visits and satisfaction surveys with new tenants to ensure tenants are satisfied with their new home and the service they receive from the Association, and also to ensure that the tenant is adhering to their conditions of tenancy and that any issues are dealt with promptly.

4.6 Rent Accounting and Arrears Recovery

- Action rent arrears and debt recovery in accordance with the Association's policies, procedures and all legislative requirements. Ensure that accurate and comprehensive records are kept to audit this compliance.
- Comply with the Pre Action requirements in terms of serving notices in accordance with the Housing (Scotland) Act 2001, and any subsequent amendments
- Ensure the effective recovery, management and control of all debt owed to the Association, for example current and former rent arrears, factoring arrears, rechargeable repairs and legal debt. All arrears should be vigorously pursued, and timely and robust action taken to prevent / recover arrears.
- Undertake frequent monitoring of tenant, factored and recharge accounts. Ensure proactive and consistent pursuit of non-payment using the computer system and pursuing recovery of arrears by letter, text, email, phone, visits and any other appropriate and approved means. Recording any action taken and maintaining comprehensive individual case records and diary notes.
- Appropriate and reasonable payment plans should be made where tenants have fallen into arrears.
- Assist in the operation of the Association's computerised rent accounting system.

- Liaise with third parties regarding tenant claims for benefit, claims for housing related benefit and other claims / matters affecting rent accounts and the requirement to pay. Provide appropriate information to assist the processing of any claim in a timely manner and also ensure accurate and comprehensive records are maintained.
- Direct tenants to appropriate advice agencies or the Association's welfare benefits service as required.
- Assist in the collection of rent payments via reception, phone, and other means as approved.
- Liaise with the Housing Services Officers regarding any problem cases and requesting further action, including legal action, be raised where appropriate.
- Ensure that overpayments and credit refunds are identified and processed promptly and efficiently complying with the Association's policies and procedures.

4.7 Estate & Tenancy Management

- Ensure the implementation of the Association's estate and tenancy management policies and procedures in respect of tenancy management, neighbour disputes, estate monitoring, close /common area inspections and void control.
- Ensure monthly meter readings for all communal meters are taken, recorded and provided to relevant suppliers.
- Carry out routine estate management inspections to confirm the condition of the common areas, private gardens/pathways/bin areas and other external areas of the Association's housing stock and factored property to ensure a high standard of estate management. Report back to the Housing Services Officer and carry out follow up action, such as, liaison with residents, instruction of required work, further visits, letters and liaison with external agencies.
- Carry out property inspections and interview tenants at home and in the Association's office and advise as appropriate in respect of estate and tenancy management matters. Respond to tenant enquiries and related correspondence.
- Assist the Housing Services Officer in neighbour/anti-social disputes: investigate complaints, discuss problems with all parties involved, document case thoroughly and notify all parties of outcome of investigations including action/warnings/legal etc. Monitor situations on a continuous basis and record accurately in accordance with the Association's anti-social behaviour policy. Co-ordinate a multi-agency approach where appropriate.
- Deal with residents in respect of estate & tenancy management issues, prepare stair cleaning rotas or notices and issue as necessary.

- Liaise with other external agencies as required such as Community Safety Glasgow, Glasgow City Council departments (e.g. environmental task force, roads, cleansing) or Scottish Water to ensure effective service delivery within the area.
- Liaise with estate caretakers and landscape contractors to ensure environmental standards are achieved and carry out estate audit inspections. Seek advice and liaise with senior colleagues regarding any non-routine / complex issue.
- Assist with co-ordination of the workload of estate caretakers and with any queries or issues that might arise. Seek advice and liaise with senior colleagues regarding any non-routine / complex issue
- Work with other staff members where there are persistent estate problems, or a strategic approach is required involving close meetings or extensive resident participation.
- Encourage tenants and residents to take out home contents insurance.
- Assist with the management of abandoned properties as per policy and procedures. Identify suspected abandonments and carry out necessary checks and then refer to the Housing Services Officer for further action.
- Deal with enquires and assist the Housing Services Officer with the processing of applications for succession to tenancy, permission to reside, lodger, sub-let and mutual exchanges in accordance with Pineview's policies and procedures.

4.8 Repairs and Maintenance

- Deal competently with enquiries and liaise with customers, contractors and specialist advisors to problem solve promptly and effectively.
- Deliver an effective and efficient customer orientated responsive day-to-day maintenance service valued by residents.
- Ensure effective administration of repairs reporting and ordering practices and procedures.
- Arrange and undertake pre inspections of repair work as required to meet targets, ensure appropriate repairs instructed and to ensure accurate fault diagnosis resulting in first time fix.
- Deal with new repair requests and raise works orders to contractors and customer confirmations, ensuring effective utilisation of the Association's computerised systems.
- Ensure the effective administration and implementation of the right to repair and right to compensation schemes.

- Liaise with tenants and owners regarding access arrangements and any disruption arising from maintenance work to their property.
- Identify and process property/ estate insurance claims in accordance with the Association's policy and procedures.
- Daily liaison with contractors to ensure a responsive and effective day to day and void reactive repair service.
- Arrange and undertake post inspections of repairs as required and to meet targets. Post inspect repairs in line with policy, procedure and targets and in all instances maximise customer satisfaction.
- Ensure tenants are pursued for completion of reactive repairs satisfaction surveys and also ensure collection of programmed works feedback that will inform service improvement.
- Carry out pre and post inspection of void properties as required. Liaise with colleagues to ensure the property is re-let within a timely manner and to a satisfactory standard.
- Carry out pre tenancy termination inspections as required to assess the repair condition of properties and preplan void work in advance of tenants leaving.
- Inspect void properties as required to identify repairs needed to meet the association's letting standard and raise associated works orders. Monitor such orders to ensure works are completed within the Association's timescales.
- Approve and authorise work orders in accordance with the Association's financial regulations and procedures.
- Update and maintain the Association's computerised systems and property records, ensuring updated at all times with comprehensive auditable information.
- Ensure that all files, including computerised, are kept fully updated at all times and provide the data necessary to control and validate performance.
- Ensure effective administration of the contractors' framework and make sure all certificates, insurance etc. are current and in place.
- Maintain the Association's rechargeable repair system and pursue tenants for payment of monies due.
- Issue appropriate forms for alterations to property. Check and verify information provided and pass to appropriate colleague for action.
- Monitor gas servicing contract and all associated processes ensuring all properties are inspected within 12 months and a valid current gas safety certificate is on file.

- Assist in the delivery of cyclical contracts ensuring contractual and customer standards are consistently met and expenditure is within budget. Examples include: gutter cleaning and roof anchor inspections; gas maintenance; periodic electrical testing; painting; legionella inspection; playground and environmental maintenance.
- Assist in the delivery of planned maintenance contracts ensuring contractual and customer standards are consistently met and expenditure is within budget. Examples include: kitchen; boiler; window; door entry; external doors and bathroom renewals.
- Process invoices in line with policy, procedures and regulations.

5. Health and Safety Responsibilities

- Ensure compliance with all Pineview Housing Association health & safety policies, requirements & relevant legislation.
- Understand responsibilities as an employee under Health & Safety legislation.
- Ensure that all activities are discharged in a safe manner, minimising risk at all times.

6. Other Important Information

- Ensure compliance with all approved Pineview Housing Association policies, processes and procedures.
- Carry out any other tasks or duties reasonably required / appropriate to this post.
- It should be noted that this role is a generic position in delivering services to Pineview Housing Association's customers.
- Requirement to work out with normal business hours as determined by supervisor / manager / director / committee.
- With appropriate training and guidance, designated responsibilities may change in order to support the needs of the Association.
- All responsibilities will be commensurate with EVH grading guidelines (attached – Appendix 1)

Appendix 1: EVH Grading Guidelines 2005 - Revised 2023

Grade 6 (Points PA17 – PA20) Assistant Officer

Semi-specialist posts for which previous training/experience will be needed over and above a general level of exposure to clerical and administrative work.

Staff will be expected to draw conclusions from data drawn from many sources, suggest action and follow up detailed queries. Such skills will be applied in a range of situations where functional experience and judgement have to be used in order to make operational decisions without the need to consult seniors.

Staff at this level will be expected to know how and where to obtain further information from a wide range of contacts in order to successfully resolve important operational queries. Technical know how and the ability to make sense of incomplete data will be a common feature, as will be the need to maintain complex records upon which suggestions and operational assumptions may be based.

At Grade 6, staff will give advice and information that commits the function/organisation to (non-critical) actions. Supervision of others may often be expected. Involvement in recruitment and ongoing development of less senior staff and staff in other disciplines will also arise. Grade 6 may also be used by organisations for in-house “Officer Training” posts.

Model Description for – Grade 6 Spinal Points PA17 – PA20

Expected Characteristics:

- Semi-specialist post assisting “officers” and others in concluding business on behalf of the function(s)/organisation.
- Draw conclusions from data drawn from many sources, suggest action for others to follow, and assist in following up detailed queries that may arise.
- Work activity will be performed in a range of situations where functional experience and judgement will be required in order to make routine operational decisions within the boundaries of existing policies.
- Wide range of contacts will typically feature and be used to successfully take forward allocated work.
- Technical/operational know how will be a common feature, as will the need to maintain complex records upon which operational assumptions may be based.
- Provide advice and information that commits the function to (non-critical) actions.
- Supervision of others on day-to day work may be expected as will involvement in recruitment and ongoing development of less senior staff.

Expected level of technical/professional knowledge

As a semi-specialist post, previous work experience and training will be required over and above any general previous exposure to clerical/administrative work. Educational

qualifications at secondary level desirable where not otherwise matched by experience.
Progress towards qualifications beyond secondary level will be desirable.