

## JOB ADVERT

### **Forth Housing Association**



#### **Housing Officer**

**35 Hours per week**

**EVH Grade 7 Points 22-25**

**£39,072 - £ 42,903**

Forth Housing Association is a Stirling based Registered Social Landlord and charity providing quality homes and services to our tenants. We have a strong approach to governance and service delivery and have some of the best performance in our peer group and are financially sound. We are an organisation who always put people first, whether that is our tenants or our staff. It truly is an exciting time to become part of an organisation that is continuing to grow and develop and deliver our vision of providing homes, not houses.

We are currently looking to grow and strengthen our team and are now looking to recruit a new post of Housing Officer.

As Housing Officer, you will be responsible for effective operational delivery of high quality housing management services, ensuring value for money, exceptional quality and high levels of tenant satisfaction. This includes the management of rent collection and income maximisation, allocations, voids, estate management and the management of anti-social behaviour within Forth Housing Association properties.

Collaboration with stakeholders is essential to deliver joint strategies and solutions to provide quality, sustainable homes and services in the communities in which we work. With a focus on innovation and tenant insight data-driven decision-making, this role offers the chance to work together to shape our future and make a real difference for our tenants and communities.

We are keen to continue our strategic role in delivering quality affordable homes in our communities therefore you will have the opportunity to support our development activities carried out in partnership with our key stakeholders through our development framework.

This role will see you take responsibility for an area based 'patch' of our properties and will be responsible for the delivery of a great neighbourhood housing management services which puts tenants at the heart of what we do. Operating within a strong

performance culture you will be proactive in engaging with our tenants to provide support, advice, and assistance to ensure that tenancies are sustained and tenants live well within our communities. You will provide day to day line management support to the assistant housing officers supporting them to deliver a first-class service to tenants ensuring a cohesive approach to our housing management services.

The candidate will ensure the key delivery of the day-to-day housing management, service delivering on Key Performance Indicators, supporting the consultation on policies and strategies particularly around our ambitions for delivering a fair, clear and equitable rent structure for our tenants.

The successful candidate will have a good level of education or able to demonstrate an equivalent level of educational or professional attainment.

We offer full EVH terms and conditions of employment to the successful candidate alongside 40 days annual leave including 15 public holidays. We also offer a flexible hybrid working approach.

Applicants will be subject to a Basic Disclosure Scotland check, the cost of this will be met by Forth Housing Association Ltd

A recruitment pack for this post can be downloaded from our website

<https://www.forthha.org.uk/>

Alternatively one can be requested by phoning 01786 446066 or email

[corporateservices@forthha.org.uk](mailto:corporateservices@forthha.org.uk)

If you wish to have an informal, confidential chat regarding any of the above vacancies please contact Sharon Brady-Wardrope, Director on 01786 446066 or email [sharon.bradywardrope@forthha.org.uk](mailto:sharon.bradywardrope@forthha.org.uk)

**Closing Date noon on Monday 17<sup>th</sup> February 2025**

**Interviews will take place Monday 3<sup>rd</sup> March 2025**