

Housing Team Leader  
West of Scotland  
Housing Association



**Recruitment Pack**



West of  
Scotland  
Housing  
Association





## WELCOME

Thank you for your interest in West of Scotland Housing Association. This pack explains who we are, what we need from you and what you need to do to apply.

Our values shape how we act, our decisions and the services we provide. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are 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.

We look forward to receiving your application.

**BRIAN GANNON**  
CHIEF EXECUTIVE OFFICER





## ABOUT US

Founded in 1965, we strive to be more than just a landlord. What sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to your needs as your lives change.

We provide around 4,200 homes across the West of Scotland and go further to provide housing you can call home.

## OUR VISION

We go further to provide housing you call home.

## OUR MISSION

We put customers at the heart of everything we do. We do this by listening to your views and caring about what matters to you. We take a flexible and innovative approach when providing homes and services that help individuals and communities thrive.



To ensure our values are reflected in everything we do, we have created a **Values Framework** which outlines the behaviours expected of our staff, managers and Board.



## WORKING FOR US

Access to a personal health care plan for you and your family.  
Access to staff shopping discounts and salary sacrifice staff tech and EV scheme

We are a member of Employers in Voluntary Housing (EVH)

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff health & wellbeing including free flu jabs and annual health checks.  
Cycle to work Scheme and secure bike shed at office

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows





### ***Pension:***

We offer a SHAPS defined contribution scheme provision to all staff employed by West of Scotland Housing Association.

The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.





## ABOUT THE ROLE

- ★ Job Title: Team Leader
- 🏠 Department: Housing Services
- 📍 Location: G40, Hybrid model in place
- 💰 Salary Scale: Grade 9 SM1 – SM3 £51,831 - £54,383 per annum

We are looking for a new Team Leader who shares our values and will use them to guide the way they work on a daily basis.

You will be accountable to our Housing Manager, providing excellent customer service in the delivery of a range of housing management services including tenancy management, estate management, mid-market rent, allocations and void management

You should have:

- A relevant housing qualification (e.g., CIH Level 3 or equivalent).
- Experience in social housing, with knowledge of current housing policies and procedures.
- Experience of leading others to monitor and deliver continuous improvement across housing management services.
- Excellent communication and customer service skills, with a focus on tenant needs and engagement





## MAIN RESPONSIBILITIES

- Manage and develop the Housing Services team to ensure WSHA delivers an excellent, responsive housing management service including Estate Management, Anti-social Behaviour and Allocations/Lettings
- Manage and develop the team effectively, ensuring staff have the competencies and empowerment to meet our standards for service and performance
- Ensure the team works effectively with all internal and external stakeholders.
- Monitor team performance against KPI's and collate performance management information.
- Ensure that estate management, anti-social behaviour and lettings initiatives are effectively implemented.
- Promote tenant and community involvement across our estates.
- Manage the process to pursue court action for recovery of possession in liaison with our legal support provider.
- Maintain and manage Civica/CX and Streetwise case management systems, providing reports on outcomes
- Provide support/training for other staff within the Association in relation to lettings, anti-social behaviour and estate management, advice given to tenants, and other housing related changes in policy/practice
- Liaise with staff of other relevant agencies – Benefit Agency, Local Authorities, Social Work Departments, DWP etc.
- Ensure compliance and carry out audits as agreed, within Housing Services policies and procedures.
- Keep up to date with changes in all relevant legislation and maintaining a library of information relevant to estate management, anti-social behaviour and lettings etc. and disseminating this information to all relevant staff
- Attend internal and external meetings relevant to all duties including the SHN, RSL Forums, Local Authority Casework meetings etc
- Review and implement policies/procedures and co-ordinating or carrying out the training required. Researching Best Practice in the sector to ensure the Association is providing the best possible service
- Liaise with other agencies to ensure our tenants have access to advice that we are unable to provide directly
- Ensure staff within the Association are aware and are knowledgeable to provide advice to tenants / refer to specialist Officers
- Use and manage G24 Lone Working application/Portal for Housing Services Team, in line with Lone Working Policy/Procedure, ensuring that the team follow this and other H&S procedures,
- Regularly publicise estate management/anti-social behaviour/lettings issues through newsletter and take up campaigns
- Provide a housing advice service for tenants and signposting to Community Support Services
- Respond to enquiries and complaints from elected members, MPs, MSPs and customers
- Ensure the team works effectively with other teams including Property and Development, Income Maximisation and Community Support Services
- Ensure own continuous development and knowledge is up to date in line with sector related developments.
- Coordination of, and primary contact for, response to Housing Management out of hours requirements.
- Carry out any other reasonable tasks that may be requested by senior managers.
- Ensure data is managed to timescales and in accordance with the Association's policy and the requirements of GDPR.

## PERSON SPECIFICATION CRITERIA

**Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.**

**Assessment Method** -Applicants should note that the method of assessing individual applications is given in the assessment column (**ASS Method**) as follows: AF – Application Form; I-Interview, P – Presentation, PSY – Psychometric testing

### SKILLS and QUALITIES

Criteria	Assessment Method	E	D
<b>Skills &amp; Qualities</b>			
<b>Excellent verbal and written communication skills</b>	<b>AF/I</b>	*	
<b>Customer centred approach, flexible, confident and assertive manner</b>	<b>AF/I</b>	*	
Excellent computer literacy and numeracy skills	AF/I	*	
Ability to meet demanding personal and team deadlines	AF/I	*	
Ability to form effective working relationships with internal and external customers.	AF/I	*	
<b>Ability to analyse and diagnose problems and implement effective solutions</b>	<b>AF/I</b>	*	
Commitment to cross organisational team working	AF/I	*	
Proven management skills and the ability to lead, develop and motivate a team to achieve high standards	AF/I		*

Qualifications	Assessment Method	E	D
Possession of a relevant professional qualification or knowledge and ability at an equivalent level		*	





## PERSON SPECIFICATION CRITERIA

Experience & Knowledge	Assessment Method	E	D
<b>Knowledge of Housing Management policies, procedures and issues</b>	AF/I	*	
Knowledge of current issues surrounding social housing and how these affect our customers	AF/I	*	
<b>Experience of IT systems and case management systems, providing reports on outcomes</b>	AF/I	*	
Experience of preparing cases for legal action which may lead to repossession of properties and liaising with solicitors in relation to cases where court action is necessary	AF/I	*	
Providing regular and robust reports to senior management	AF/I		*
<b>Experience of operational planning in the delivery of service</b>	AF/I	*	
Knowledge of current issues and legislation affecting the housing movement	AF/I	*	
Experience of collating performance management information and reporting performance for reports including ARC returns.	AF/I		*
<b>Experience of leading others to monitor and deliver continuous improvement across housing management services.</b>	AF/I	*	
Track record of implementing and managing projects /programmes	AF/I		*
Experience in promoting tenant and community involvement	AF/I		*
Experience in carrying out audits as agreed, within Housing Services policies and procedures.	AF/I		*
Experience of managing Mid-Market Rent housing	AF/I		*
Experience of contract management e.g. grounds maintenance contracts.	AF/I		*

Other Requirements	Assessment Method	E	D
Hold a driving license and have use of a car, insured for business use, during the working week	AF	*	
Availability to attend evening and weekend meetings or out of hours work including on call arrangements	AF/I	*	



## APPLICATION PROCESS

For further details and to apply online visit [www.westscot.co.uk/about-us/recruitment/](http://www.westscot.co.uk/about-us/recruitment/).

If you require an application in another format please email [vacancies@westscot.co.uk](mailto:vacancies@westscot.co.uk) or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI tools will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered

The West of Scotland Housing Association does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences.

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

**Completed applications must be returned by 9am on Wednesday 6<sup>th</sup> November 2024.**

### PROVISIONAL INTERVIEW DATES:

**1<sup>st</sup> interviews – Tuesday 26<sup>th</sup> November 2024**



## EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.





## GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

Please read these notes carefully - they are to help you make the best of your application.

- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrated how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.  
*Further information on applying for the correct level is provided to the successful candidate.*
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.