



# Housing Officer

## Recruitment Pack



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# About Us

New Gorbals Housing Association was established in 1989 by a committee of local people with a shared vision: to create new, high-quality homes in the Gorbals community.

Since then, through an ambitious programme of new-build developments and the acquisition of homes from Glasgow Housing Association and Scottish Homes, the Association has grown to manage over 2,500 homes for social rent in the Gorbals.

Today, we are the main provider of social housing in the Gorbals. Beyond this core responsibility we also provide factoring services to over 1,800 privately owned homes across the Gorbals, a number we expect to grow over the next five years.

Through our subsidiary, New Gorbals Property Management (NGPM), we also manage 63 mid-market properties which provide additional affordable housing options in our community.

We employ Welfare Rights, Communications, and Community Engagement staff who work alongside colleagues in our core service areas of Housing Management, Maintenance, Development, and Finance and Administration. We have 60 office-based staff, and approximately 50 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

## Our Vision

To provide the highest possible quality housing environment and services to all our customers whilst maximising our contribution to the overall regeneration of the Gorbals and addressing, where possible, the needs of those in the community who experience disadvantage.

Our vision and values are at the heart of everything we do. They guide our business decisions, shape our organisational culture, and define how we work with our community. We prioritise community empowerment, delivering high standards of service, and acting with social responsibility. These values drive us to provide exceptional housing and services while playing an active role in the regeneration and well-being of the Gorbals.

## Our Values

- To be representative of, and accountable to, the Gorbals community.
- To be accessible and equitable treating every individual with courtesy and respect.
- To be innovative and creative, delivering the best possible outcomes for our community.
- To be focused on delivery customer-centric services which are collaboratively designed.

## JOB PROFILE & PERSON SPECIFICATION

Job Details			
<b>Job Title</b>	Housing Officer	<b>Service Area</b>	Housing Services
<b>Based</b>	200 Crown Street, Gorbals, Glasgow, G5 9AY - some hybrid working is available	<b>Hours of work</b>	35 hours per week
<b>Report to</b>	Housing Operations Manager	<b>Responsible for</b>	-
<b>Grade</b>	EVH Grade 7  (PA22-PA25): £40,635 - £44,619	<b>Date completed</b>	January 2026
Job Summary			
<p>As a Housing Officer at New Gorbals HA you will be the face of the Association to our tenants and service users within the community. You will be expected to deliver generic housing services including rent arrears, allocations, anti-social behaviour and estate management to a patch under your control and to which you are accountable.</p> <p>You will further be expected to work collaboratively with colleagues, teams and external agencies to deliver positive outcomes for our tenants and community, as well as contribute constructively to the association's business improvement and overall performance.</p>			
Behaviours & Competencies			
<ul style="list-style-type: none"> <li>• We want our Housing Officers to be able to demonstrate the following behaviours and competencies:           <ul style="list-style-type: none"> <li>• Put customers at the heart of everything we do.</li> <li>• Remove the barriers that get in the way of delivering excellent customer service.</li> <li>• Take responsibility for achieving excellent performance results.</li> <li>• Find good solutions for tenants and other service users.</li> <li>• Highly skilled listener.</li> <li>• Excellent communication both written and oral and interpersonal skills.</li> <li>• Self-aware and self-motivated.</li> <li>• Excellent organising ability and time management skills.</li> <li>• Ability to take responsibility for own learning and continuous improvement.</li> <li>• Ability to represent the Association in a positive and effective manner.</li> <li>• Strong IT skills to maximise efficiency in working practices and communications.</li> </ul> </li> </ul>			

Person Specification
Accountabilities
<ul style="list-style-type: none"> <li>• You will help develop and deliver effective communication with tenants, service users and other external partners and agencies.</li> <li>• You will lead NGHAs drive to ensure well maintained, attractive and vibrant communities where our tenants live.</li> <li>• You will deliver a comprehensive range of housing services, including; <ul style="list-style-type: none"> <li>• Arrears Management</li> <li>• Neighbourhood and Estate Management</li> <li>• Voids and Allocations Management</li> <li>• Managing and monitoring anti-social behaviour</li> <li>• Tenant Home Visits and the collection of customer intelligence</li> <li>• Resolving customer complaints</li> <li>• Encouraging and engaging tenant participation</li> </ul> </li> <li>• You will work collaboratively with colleagues across the business ensuring our tenants and community is at the centre of any business improvement or policy developments.</li> <li>• You will be part of our drive to improve our data collection and management that can better target and deliver tenant services.</li> <li>• You will develop and strengthen appropriate professional relationships with external partners and agencies to improve tenant and community outcomes.</li> <li>• You will provide timely and efficiently KPIs and other reporting information for the purposes of managing performance and statutory returns.</li> <li>• You will liaise with our Welfare Rights Team where tenancy sustainment intervention is identified to reduce the risk of tenancies failing.</li> <li>• You will aid, support and signpost customers towards engaging digitally with NGHA.</li> <li>• You will ensure compliance with professional, regulatory, statutory and corporate requirements.</li> <li>• You are expected to carry out your role ethically and with integrity.</li> <li>• You will contribute to the team and its continuous improvement.</li> </ul>
Knowledge & Experience
<ul style="list-style-type: none"> <li>• Educated to degree level or demonstrable experience of working in a similar housing role.</li> <li>• Qualification in housing or related discipline at CIH level 3 or working towards such a qualification is desirable.</li> <li>• Demonstrable commitment to continuing professional development.</li> <li>• Able to work with autonomy to deliver business priorities and manage workload within a dynamic operating environment.</li> <li>• Understanding and operational delivery of tenant activities.</li> <li>• Understanding of relevant legislation relating to allocations, arrears management and anti-social behaviour.</li> <li>• Experience of delivering excellent service to tenants and the community by responding promptly and efficiently with both empathy and understanding to vulnerable service users with complex needs.</li> <li>• Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement.</li> <li>• Flexibility over working hours is necessary to meet the requirements of the job. This includes occasional work outside normal working hours.</li> <li>• Good verbal, written, and interpersonal communication and influencing skills</li> <li>• Carry out any other duties to meet the needs of the business.</li> </ul>

# What we Offer

New Gorbals Housing Association are full members of Employers in Voluntary Housing (EVH Ltd). We offer the following benefits:

Salary Scale	Grade 7 Spinal Points PA22-PA25 £40,635 - £44,619
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS)  NGHA provide life cover at x 1 your annual salary.
Employee Counselling	Up to 6 session per employee at the cost of the association
Annual Leave	25 days. Our offices close during the festive period therefore you are required to use 2 days annual leave from your holiday allowance to cover this period.
Public Holidays	15 days
Enhanced Family Leave	Our terms and conditions of employment enhance a range of family leave above the statutory minimum.
Special Leave	Covered within our terms and conditions of employment
Sickness Entitlement	Occupational Sick Pay rising to 26 weeks full pay and 26 weeks half pay based on length of service.



# How to Apply

We trust that you have found the information in this recruitment pack both useful and informative. If you would like to join our team, and feel that you meet the criteria stipulated in the job profile, please complete the application on our website.

**Apply Now** 

## Key Dates

<b>Closing Date</b>	Monday 2 <sup>nd</sup> March 2026 at 5pm
<b>Interviews</b>	Thursday 12 <sup>th</sup> March 2026

Please submit your completed application by the closing date above to:

[Recruitment@newgorbalsha.org.uk](mailto:Recruitment@newgorbalsha.org.uk)

Any application forms received after the closing date will not be considered.

All relevant information should be included within the application form as CVs or supplementary information/attachments will not be considered during the shortlisting process.

Should you require any further information on this post, please do not hesitate to contact Julie O'Rourke, Housing Operations Manager on 0141 429 3900.

**We look forward to receiving your application form.**



# NEW — GORBALS

HOUSING ASSOCIATION

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