



# CUSTOMER SERVICE ADVISOR (HOUSING)

Recruitment Pack

Govan Housing Association

November 2023

Govan Housing Association  
35 McKechnie Street  
Govan  
Glasgow  
G51 3AQ

Email: [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk)  
Website: [www.govanha.org.uk](http://www.govanha.org.uk)





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Dear Applicant,

### **Customer Service Advisor (Housing) Govan Housing Association**

Thank you for your interest in the above role.

Govan Housing Association, is an ambitious, community focused Registered Social Landlord. The Association itself possesses a rich history and one of development and innovation. Founded in 1971, the Association was the first community based housing provider, leading the way for social housing provision in Scotland. After over 40 years of operating in the housing sector, the Association now manages approximately 1,600 socially rented properties and over 650 factored properties as well as taking an active role in the regeneration of the area and continuing to improve the quality of life of residents.

This is a really exciting and interesting time for Govan Housing Association as we continue to develop and improve the way we deliver and operate our services. Having already developed the Govan Housing Association Group structure, our ambitions are to continue to grow and strengthen this as we look to take advantage of the opportunities that the local community has to offer.

We are serious about turning our vision into reality and delivering excellent quality affordable homes and services that make a positive impact on people and communities. This focus really signals the future direction of Govan Housing Association, one that is genuine about customer service, which is committed to ensuring that tenants get the best possible deal and the highest quality products and services and importantly, puts our tenants central to everything that we do. Underpinning all of this is ensuring that our Association is strong and viable and able to deliver the innovative and ambitious plans we have.

We are seeking someone with comprehensive all round housing experience to complement our team in delivering our residents with a first class customer service experience.

This pack will provide you with background information in respect of the Association and the role of Customer Service Advisor (Housing). To apply please can you:

- Complete the application form;
- Ensure that you complete the relevant section of the application form with a supporting statement detailing why you are a good candidate for this position and how you fulfil the person specification;
- Ensure that you have provided the names and contact details of two referees, stating in what capacity each person is known to you;
- Please advise us if you cannot attend the interview dates or if you require any special arrangements made for you to attend an interview.

Applications can only be considered if all the documentation is completed.



Once complete, please send your application, preferably by email, to [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk) or by post to:

Corporate Services Department  
Govan Housing Association  
35 McKechnie Street  
Govan  
Glasgow  
G51 3AQ

The deadline for applications is **12 noon on Tuesday 26 September 2023.**

If you have any questions, or would like to discuss the role further, please contact, Corporate Services on 0141 440 0308.

It really is a great time to join Govan Housing Association and help shape the future success of the organisation. If you want to make a difference; if you have energy and ideas; if you believe in customer service like we do and the role that Associations like ours can play and you thrive on change and challenge, then Govan Housing Association is the place for you.

Finally, thank you once again for your interest in Govan Housing Association and we look forward to receiving your application and wish you every success throughout the recruitment process.

*Caron Quinn*

**Caron Quinn**  
**Group Chief Executive Officer**



## About Govan Housing Association Group

The Govan Housing Association Group is made up of Govan Housing Association and Govan HOME Team. Together we currently employ over 80 members of staff. Making sure our services tie in with the aspirations and views of the people who use our services and ensuring that people have a say in how we run the Group is very important to us.

### Our Mission

***“To provide, manage and maintain affordable housing for people in housing need whilst aiming to be an innovative and responsive organisation, playing a leading role in the regeneration of Govan and continuing to improve the quality of life for residents.”***

### Our Values

Our vision is outlined below and together forms the word ‘Diversity’ in order to emphasise the multiplicity and variety that the community we serve possesses.

<b>Development</b>	We work hard to continually enhance our services and provide better quality homes and opportunities across the area.
<b>Innovation</b>	We challenge ourselves and others towards excellence and innovation in all that we do.
<b>Value for Money</b>	We work hard to bring efficiencies and provide quality services that are cost effective and present value for money.
<b>Equality</b>	We are all equal and different and we aim to provide inclusive environments for work and for living.
<b>Responsibility</b>	We all take responsibility for our actions.
<b>Social Impact</b>	We strive to ensure there is a positive social impact from our activities and work with others to share our aims.
<b>Integration</b>	We are proactive in providing opportunities for people to engage with us and we work hard to understand how people feel as individuals and treat them with dignity and respect.
<b>Transparency</b>	We wish to be open and honest about what we do and how we do it.
<b>Youth Development</b>	We will endeavour to invest in community projects to ensure that young people thrive and develop in an environment where their aspirations are nurtured, they are encouraged to achieve the unexpected and they respect the Govan area as their home.

## Strategic Objectives

To deliver our mission, we have a business plan underpinned by five strategic objectives, to:

1. Maximise value, embrace digital solutions and streamline our processes.
2. Cultivate a culture of responsibility and value for money in the delivery of all of our services.
3. Increase the number of homes we own and build to maximise our financial strength.
4. Support our people to deliver organisational objectives and improve our employee's working lives.
5. Develop our regeneration strategy and empower local people to achieve their potential and improve their quality of life.

## Our Staff and Committee

Govan Housing Association is a charity governed by a voluntary Management Committee, who are mostly local people who live in the Govan area. We currently employ over 80 members of staff.

The Govan HOME Team subsidiary is a community interest company and currently employs 36 members of staff. The HOME Team operates as an arms length subsidiary of Govan Housing Association but remains ultimately accountable to the Govan Housing Association Management Committee, as the parent company. Govan HOME Team has its own strategy, aims and objectives, business and its own Board of Management. The Board aims to proactively use its various professional expertise and experiences to enhance the traditional housing sector style of board management.



## Supporting Our Community

Working with people in our community and agencies that can provide money to invest in our community, is also a key part of our work. To show you the type of work we do, you will find a copy of our most recent newsletter and a copy of our Annual Report on our website at [www.govanha.org.uk](http://www.govanha.org.uk).





## **Supporting and Developing our Staff**

The Govan Housing Association is committed to developing talent to ensure that we continue to deliver excellent customer service and continue to develop our vision, values and aims, towards improving the business and service provision under the banner of 'Moving Govan Forward'. The health and wellbeing of our staff is important to us and at the Association, we will offer you excellent terms of conditions including 40 day's annual leave (25 annual leave and 15 public holidays), a generous occupational sickness benefit scheme as well as lots of team building events and opportunity to get involved in the decision making of the organisation and wider community events.

## **Health and Safety**

Health and Safety in the workplace is important across the Group. Given the nature of the works being carried out by the Govan HOME Team it is vitally important that we deliver and implement appropriate health and safety policies, procedures and systems including risk assessments, to ensure that all staff and contractors are aware of their responsibilities and are supported to meet their responsibilities for regulatory and statutory compliance across all activities. We also take vital steps to ensure that we comply fully with the requirements of the Construction and Design Management Regulations 2015.

## **Driving at Work**

If the post you are applying for means that you will need to drive our work vehicles or use your own vehicle for work, then we will ask that you take a medical exam to ensure that you are fit to drive.

We will also ask you to agree to be part of a DVLA scheme that will tell us if you have the right licence prior to beginning employment with us and will update us on any changes to your driving licence, going forward.

## **Equality in Recruitment**

Ensuring that our recruitment process is open and accessible to all is important to us. We will ask you to complete an equal opportunities form along with your application. This form will be separated from your application and will not form part of the selection for interview.



## Job Description

GOVAN HOUSING ASSOCIATION			
JOB DESCRIPTION			
<b>Job Title:</b>	Customer Service Adviser	<b>Grade:</b>	EVH Grade 6
<b>Reporting To:</b>	Customer Service Manager	<b>Salary:</b>	PA17-PA20
<b>Dept./Location:</b>	Customer Service Team	<b>Date:</b>	June 2021
<b>Purpose of Job</b>			
<p>To assist the Customer Service Officer with day to day management of activities and administration.</p> <p>The Customer Service Adviser will often be the first point of contact for members of the public or Association tenants with a housing enquiry. You will be responsible for listening to our customers to deliver high quality, flexible and supportive customer management and tenancy support services which are forward thinking and which build on our success.</p> <p><b>Key areas include:</b></p> <ul style="list-style-type: none"> <li>- Customer Service;</li> <li>- Rental Income Management;</li> <li>- Tenancy Management;</li> <li>- Tenant and Estate Management;</li> <li>- Allocation and Void Management;</li> <li>- Waiting List Management</li> <li>- Lease Management;</li> <li>- Community Engagement;</li> <li>- Neighbourhood Planning;</li> <li>- Tenancy Sustainment;</li> <li>- Anti-Social and Behavioural Management</li> </ul> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>- To provide excellent customer services and maximum value.</li> <li>- To be proactive in our interactions with our customers to shape and improve our services which will anticipate needs and expectations.</li> <li>- To improve our tenancy sustainment and our performance against our KPI's, to ensure we are providing a first class service.</li> <li>- To continue to adopt an approach to service delivery that is underpinned by cost effectiveness and value for money.</li> </ul>			



## **Accountability**

Role is part of the Customer Service team reporting to a Customer Service Officer and the Customer Service Manager. You will be involved in mentoring and some management of Customer Service Assistants.

## **Major Tasks and Job Activities**

### **Customer Service**

- To deliver a high quality service within required timescales.
- To communicate on a daily basis with applicants, tenants, and members of the public by telephone, email and in person.
- To provide a quality advice service with clear information and advice on a full range of housing issues e.g. rent management, homelessness, applying for housing, tenancy and estate management issues, anti-social behaviour, community engagement, tenancy support and sustainment, shared ownership, repairs, and to record accurately information being provided by customers.
- To listen well, show empathy, and keep customers informed.
- To represent the Association at meetings with customers and ensure effective liaison with other agencies where required.
- To respond to all correspondence within required timescales.

### **Customer Management**

- To contribute effectively to the Customer Service Team, providing a full housing management and customer service.
- To assist in all day to day responsibilities of the role of Customer Service Officer for your community area.
- To undertake duty responsibilities to support the full staff team.
- To assist the Customer Service Officer and staff team ensuring all day to day work is co-ordinated and performance is being carried out to a professional and high standard of work.

### **Rent Arrears**

- To manage, monitor and control current and former rent arrears in your community area in accordance with the Arrears Management Policy and Procedures.
- To provide an income maximisation service to our customers.
- To advise tenants on entitlement to Housing Benefit, Universal Credit and other welfare benefits including adjustments to existing benefit in collaboration with our Money Advice Service.
- To liaise and refer any complex cases to the Money Advice and Energy Service on an individual basis.
- To prepare rent arrear cases, advise Solicitors for court represent the Association at court and carry out possession proceedings and evictions as required.
- Prepare effective reports for the Customers Service Manager for debts that can no longer be pursued and credit balances that can not be issued for various reasons.
- To ensure you are kept up to date with and welfare reform or legislative changes that can affect our customer's rental liability.

### **Anti-Social Behaviour and Estate Management**

- To adhere to the Associations Anti-Social Behaviour and Estate Management Policy and procedures.
- Investigate and reported anti-social complaints in line with our Anti-Social Behaviour procedures.
- To prepare anti-social behaviour cases, advise Solicitors for court represent the Association at court and carry out possession proceedings and evictions as required.
- Work as part of the Customer Service Team to be pro-active in working with any relevant services or partnering agencies for our customers when dealing with Anti-Social Behaviour, for example, Police Scotland and Social Work Services.
- Co-ordinate regular estate/close inspections, taking action where appropriate, liaising with maintenance, estates specific staff and external agencies as required, produce estate action plans and identify necessary estate improvements and following up until resolved.
- Record and identify causes of damage to property and ensuring it is remedied.
- Maintain accurate and current records of all properties, residents and incidents that occur.

- Handle all complaints in relation to estate management issues and implement measures to resolve these.
- Develop and initiate projects to improve the appearance on estates, ensuring that improvements are carried out under the relevant budgets and after consultation with residents.
- Ensure issues such as cleanliness of external communal areas, untidy gardens, fly tipping, graffiti, etc. are dealt with effectively in conjunction with estates specific staff and the Govan HOME Team.

### **Repairs and Maintenance**

- Work with your Customer Service Officer to co-ordinate feedback to the Property Service department on the programme of planned/cyclical maintenance.
- Assist for counter charging tenants where appropriate and informing the Finance department so that rechargeable repairs can be monitored and pursued.
- Assist the Property Service Team with all aspects of reactive, voids, planned and cyclical maintenance e.g. march-ins, access issues, etc.

### **Community Engagement**

- Assist the Community Engagement staff to maximise tenant participation to ensure community integration and development projects.
- Assist the Customer Service Team to form effective contacts and partnerships with local groups to ensure that the Association assimilates into the wider community.
- Provide information on external agencies, whose services may be of benefit to our customers and wider service users.
- Assist in delivery of the pre-tenancy programmes of work.
- Ensure new and annual customer visits are regularly carried out to regularly engage with our customers and be proactive with any tenancy sustainment issues.

### **Policies and Procedures**

- To work with staff from other parts of the organisation to ensure all Policies and Procedures are followed.
- To follow all policies and procedures in your work.

### **Project Development**

- Assist with any new projects and help to maintain contacts and partnerships which are beneficial to the development of projects in the area.
- Work collectively with the Property Service Department to further the work the Association, meeting with community groups that you can attend with an Officer in meetings to promote developments.
- Participate in the appraisal of new development opportunities from a Community Housing prospective.

### **Administration and Record Keeping**

- Assist to produce standard reports where required and ensure accurate production of monthly team performance indicators and other reports as required.
- Carry out administrative support for the Customer Service Officer including replying to standard enquiries, maintaining databases, producing standard letters, filing, photocopying, circulating information, etc.
- To ensure Customer Service information is kept up to date.
- To maximise the use of the Association's ICT systems.

### **General**

- Participate in staff meetings and training events.
- To take responsibility for identifying personal training or other work requirements and make them known to your line manager.
- To assist other members of the team to keep their workload up to date.
- To maintain up to date knowledge of relevant legislation.
- To provide general administrative support to the Housing Management team or elsewhere in the organisation if required.
- Provide reception/repairs duties when required by inputting enquiries directly with customers themselves, or redirect them to the appropriate person within Govan Housing Association who can deal with the enquiry.

### **Corporate Responsibilities**

- Work with colleagues across the Association to ensure that the organisation is seen as a respectful and open organisation which values its staff.

- Ensure that the organisation's policies – including but not limited to comply with the Equality and Diversity, Health and Safety, Customer Services – are complied with through all activities; and that all work is under taken in accordance with the relevant codes of practice and legislation.
- Actively and effectively promote the organisation's values, role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Comply with the Code of Conduct for employees.
- Willing to work in accordance with the Association's core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, team work and the ability to take personal responsibility.

### **Other Tasks and Activities**

#### **Other**

This profile only contains the main accountabilities relating to the job and does not describe in detail all duties required to carry them out. The post holder may be expected to:

- Undertake such other duties and responsibilities as are specified by your line manager and which are commensurate with the level of the role.
- Work outside normal office hours especially to attend meetings and respond to out-of hours emergencies.
- Act at all times within the organisation's rules, policies, procedures, standing orders and financial regulations.

#### **Note:**

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

## Person Specification – Customer Service Advisor

Personal Competency	Essential	Desirable
<b>Qualifications</b>	Good general standard of education.	SVQ2 or equivalent in relevant area e.g. housing or business administration.
<b>Experience</b>	Significant hands on experience of working in a housing management environment within the social rented sector dealing with arrears management, anti-social behaviour complaints, voids, waiting list and allocations.	Experience of working in the community based housing association sector and effectively delivering the standards and outcomes contained within the SHR's Tenant's Charter.
	Hands on experience of, and ability to provide, excellent customer service in a social housing sector environment.	Good understanding of how welfare reform impacts on the needs of tenants and their housing options.
	Working experience of housing databases and ICT systems.	Experience of using Homemaster housing management software in a work context.
	Experience of working in a busy housing management environment and following policies, procedures and guidance in relation to key tasks such as arrears management, anti-social behaviour complaints, voids, waiting list and allocations.	Experience of working in a generic housing management role.
<b>Skills/ Knowledge</b>	Proficient in the use of all Microsoft Office packages e.g. Outlook, Excel, Word, etc.	
	Good interpersonal and communication skills	
	Ability to work under pressure, dealing with competing priorities and delivering results to tight deadlines	
	Ability to communicate clearly and effectively with a diverse range of people and take account of their views.	
	Effective presentation skills and ability to present to a range of audiences, internally and externally	
	Excellent written, verbal and administrative skills	
	Ability to demonstrate how you can easily work as part of a team.	

Personal Competency	Essential	Desirable
<b>Personal Features/Qualities</b>	High level of integrity and trustworthiness.	
	Flexible and adaptable.	
	Energetic and resilient.	
	Committed to continuous improvement of best value and your own continuous personal development.	
	Put the customer first and aim to "go the extra mile".	
	Ability to look for solutions not just problems.	
	Commitment to equal opportunities and core values of Govan Housing Association.	
	Desire to pursue a career in Housing.	
<b>Other</b>	Willingness and able to work a flexible working week including some weekends and evenings.	Car driver owner and valid UK (or equivalent) Driving Licence





## Recruitment and Response Instructions

Thank you for expressing an interest in the position of Customer Service Adviser at Govan Housing Association. If you have read the recruitment pack and you would like to apply, please follow the guidelines below.

### Application Process

Please complete the application form enclosed. **Please do not include a Curriculum Vitae (CV) as these will not be used in the recruitment selection process.** It is important that your application form highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the job description and person specification, also why you want this role and what you can bring.

As part of the application form we also request that you complete an Equal Opportunities Monitoring Form which is included in this pack.

The timetable for the Selection Process is included below. When submitting your application form, please advise us if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for assessment. We try to offer flexibility but it can be difficult to convene the selection panel outside the advertised selection dates due to diary commitments.

Please return your completed application by **12 noon on 17 November 2023** (electronic submissions preferred) to [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk).

Your application will be treated with strictest confidence.

If you wish to send a hard-copy by post, the full address is as follows:

Corporate Services Department  
Govan Housing Association  
35 McKechnie Street  
Govan  
Glasgow  
G51 3AQ

### Assessment and Selection Process

All applications will be considered and assessed against the requirements of the Person Specification in order to select an initial list of candidates to proceed to the interview stage. If you have been successful at this stage we will contact you via telephone/email, no later than, the afternoon of Wednesday 8 March 2023.

If you are unsuccessful at this stage you will receive an email from us.

## Recruitment, Terms and Conditions

<b>Location:</b>	Govan Housing Association, 35 McKechnie Street, Govan, Glasgow, G51 3AQ.
<b>Standard Hours of Work:</b>	35 hours per week, Monday – Friday.
<b>Grade &amp; Salary:</b>	EVH Grade 6, salary range £31,518 - £34,456
<b>Payment Method:</b>	Paid on the 28 <sup>th</sup> of each month by the BACS system into your designated bank account.
<b>Annual Leave:</b>	25 days per annum.
<b>Public Holidays:</b>	15 public holidays.
<b>Notice Period:</b>	4 weeks written notice by either side.
<b>Pension:</b>	The Association currently offers a defined contribution scheme.

Note: The Association is a member of Employers in Voluntary Housing. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information should not be treated as a substitute for a full contract and are subject to change.

## Recruitment Timetable

The recruitment timetable is as follows:

Activity	Date
Application Packs Issued From	09.11.23
Closing Date for Applications	Noon 17.11.23
Shortlisting of Candidates By	21.11.23
Interviews	24.11.23
Successful Candidate notified by	24.11.23

## Interview Format

If you are invited for interview, you will be asked to prepare a 10 minute presentation in advance of your interview.

## Contact Details

If you have any queries about the position or the selection process please contact Corporate Services Department on [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk) or 0141 440 0308.