



Recruitment Pack Housing Officer



Housing Officer Salary - £42,951 (Inclusive of Car Allowance)

Permanent - Full-Time Contract

At Waverley Housing, we are committed to providing great homes and great services to our customers across the Scottish Borders.

We are looking for an experienced, motivated and customer-focused Housing Officer to provide a comprehensive housing and tenancy management service. This is a varied frontline role in which you will work closely with tenants, colleagues and partner organisations to sustain tenancies, protect rental income and help create safe, well-managed neighbourhoods.

You will manage your own workload and make sound day-to-day decisions within the relevant legal and regulatory framework. The role involves regular travel across our communities and visits to tenants in their homes, including responding calmly and professionally to complex or sensitive situations.

What you will be doing

- Managing tenancies and estates, ensuring tenancy conditions are understood and upheld.
- Preventing, managing and recovering rent arrears while supporting tenants to sustain their homes.
- Investigating anti-social behaviour complaints and neighbourhood disputes and working with partners to reach appropriate resolutions.
- Supporting the re-let of homes through accompanied viewings, tenancy sign-ups and settling-in or sustainability visits.
- Managing competing priorities, maintaining accurate records and contributing to performance targets and continuous improvement.
- Sharing knowledge and working collaboratively with Housing Assistants and colleagues across Waverley Housing.

What we are looking for

- Significant experience in a housing management role or a broadly similar customer-facing role.
- Knowledge of relevant housing and benefits legislation, with the confidence to apply tenancy and management conditions fairly and consistently.
- Strong communication, judgement and problem-solving skills, including the ability to handle contentious and sensitive issues.
- Excellent planning and organisational skills, with the ability to work independently, meet deadlines and balance competing priorities.
- A full driving licence.

Why join Waverley Housing

This is an opportunity to make a visible difference to tenants and communities across the Scottish Borders. You will join a supportive team, work in a role with real variety and responsibility, and have opportunities to develop your professional knowledge and housing career.

If you share our commitment to delivering responsive, fair and effective services, we would be pleased to hear from you.

How to apply

Email recruitment@waverley-housing.co.uk for an application pack or download a copy from our website at www.waverley-housing.co.uk/about-us/recruitment/

Waverley Housing is committed to equality, diversity and inclusion. We welcome applications from all sections of the community.

CLOSING DATE FOR APPLICATIONS: Monday 12 October at 12 Noon

INTERVIEWS WILL BE HELD ON: Wednesday 21 October

JOB PROFILE



1. JOB IDENTIFICATION

Job Title	Housing Officer
Responsible to	Senior Housing Officer (Housing Management)
Direct Reports	None
Section	Housing Services
Last Update	October 2025

2. JOB PURPOSE

To provide comprehensive housing and tenancy management services.

3. DIMENSIONS

The post sits within the Housing Services section and the post holder reports directly to the Senior Housing Officer (Housing Management) who is responsible for allocation of work to the post holder and monitoring job performance.

4. ORGANISATIONAL POSITION

View our current organisational chart at: <https://www.waverley-housing.co.uk/about-us/organisational-structure/>

5. ROLE OF HOUSING SERVICES SECTION

The Housing Services section is responsible for:

The Housing Services Section is the principal point of liaison with tenants in relation to access to tenanted property and is responsible for enforcing standards of management and dealing with tenancy related issues.

6. KEY RESULT AREAS

- To ensure tenants comply with their tenancy agreement.

- To meet specified targets for the following:
 - Management, prevention, control and recovery of rent arrears.
 - To manage tenancies and estates ensuring Best Value.
 - To assist in the re-let of void properties in relation to accompanied viewings, tenancy sign ups, settling in visits/sustainability visits.
 - Monitoring and resolution of ASB complaints and neighbourhood disputes.
- To assist in organising and monitoring workloads and priorities for Housing Assistants when appropriate and as authorised by the Senior Housing Officer (Housing Management)
- To share job knowledge, skills and experience with Housing Assistants and other staff within the section as a means of supporting effective performance.
- To deliver continuous improvement against key performance indicators (KPIs).

7. EQUIPMENT AND VEHICLES

IPad
Laptop
Mobile Phone

8. SYSTEMS

The company has the following management information systems which the post holder will be expected to use:

Microsoft Office
HomeMaster

9. DECISIONS AND JUDGEMENTS

The post holder will be required to use their initiative and make day to day decisions and judgements in relation to their tasks, operating within a legal framework and with due consideration for their own and others Health & Safety.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maximising rental income and recovery of tenant debt.
- Keeping up-to-date with current legislation.
- Dealing with difficult/non-compliant tenants and coping with emotionally upsetting situations.
- Tenancy sustainability.
- Meeting deadlines.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to communicate effectively with the following stakeholders:

- Board Members
- Executive and Management Team
- Staff
- Tenants
- External Organisations

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post-holder must regularly deal with personal situations involving tenants, which include both crisis and emergency situations. These situations may significantly increase the stress level of this position.

The post-holder will be required to spend a large proportion of their time travelling around estates and visiting tenants within their homes.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

PERSON SPECIFICATION	Essential	Desirable
1. Education & Qualifications		
• CIH Level 4 Certificate or Diploma in Housing or equivalent (or willingness to study towards)		✓
• A full driving licence	✓	
2. Experience & Knowledge		
• Demonstrable significant experience in this role or a broadly similar role	✓	
• Knowledge of relevant housing and benefits legislation	✓	
• Experience of producing written and statistical reports		✓
• Knowledge and understanding of equality & diversity	✓	
• Experience of partnership working to improve service delivery including liaison with external agencies		✓
• Experience of working in a performance management environment		✓

• Experience of managing complex arrears issues and preparing court documents		✓
3. Skills & Abilities		
• High levels of numeracy and literacy	✓	
• Excellent planning and organisational skills and time-management – including the ability to multi-task and manage a number of conflicting priorities	✓	
• Ability to work under pressure, to deadlines and with minimum supervision	✓	
• Excellent IT skills (Microsoft Office)		✓
• Ability to tackle contentious and sensitive issues effectively	✓	
• Ability to enforce tenancy and management conditions	✓	

14. FLEXIBILITY STATEMENT

The content of this Job Profile represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities.

The post holder will be expected to carry out any other duties reasonably commensurate with their grade from time to time at the direction of their line manager and/or members of the senior management team.

15. JOB PROFILE AGREEMENT

Job Holder's Signature:		Date:	
Manager's Signature:		Date:	

HOUSING OFFICER

REMUNERATION PACKAGE

Annual Salary	£40,755 Per Annum £2,196 Car Allowance Salaries are paid monthly, in arrears, on the last banking day of the month through BACS	
Hours	<u>35 hours per week – Monday to Friday</u> (12 Noon finish on a Friday) Hybrid working available	
Annual Leave	<u>32 days Annual Leave</u> Plus 6 Public Holidays (over Christmas/New Year period) Leave year runs from January to December	
Company Sick Pay	Employees within their 1 st year of service 1 complete years' service 2 complete years' service 3 complete years' service 4 years of completed service or over	No entitlement to enhanced sick pay (SSP only) 1 month of full sick pay 2 months of full sick pay 3 months of full sick pay 6 months of full sick pay
Pension Scheme	After three months' continuous service you will automatically be enrolled into the company's non-contributory Group Personal Pension Scheme. After this time, you are entitled to company contributions to a personal pension within the group arrangement. Employee contributions (which are optional) may commence at any time from your date of auto enrolment. Current company pension contributions rates are: 4 – 6 Month's Service – 8% 7+ month's Service – 10%	
Health Plan	The company makes monthly contributions on our employees' behalf into a private Health Plan.	
Death in Service	4 x Basic Salary	

CONFIDENTIAL



CANDIDATE NUMBER	
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JOB APPLICATION FORM

VACANCY TITLE	Housing Officer
Where did you hear about this vacancy? (e.g., website, Facebook, etc.)	

Personal Details					
Title		First Name		Last Name	
Address:					

Home Tel Number		Mobile or Day Time Tel Number	
Email Address			

Are you free to remain and take up employment in the UK?	Yes	No
<i>You will be required to provide appropriate documentary evidence of this if offered employment.</i>		

Do you hold a full valid driving licence?	Yes	No
<i>If there are any endorsements on your licence please give details below.</i>		

Please state any relationship you may have with any employee or Board Member of Waverley Housing

CONVICTIONS
<i>Upon offer of employment we reserve the right to request a Disclosure Check. Please provide details below of any convictions which are not spent under the terms of the Rehabilitation of Offenders Act 1974.</i>

EDUCATION AND QUALIFICATIONS

Please use this space to list details of schools, college/universities attended, qualifications and grades gained. Please also include any details of ongoing professional development.

Training and Development

Please provide details of any training or non-qualification based development which is relevant to the post and supports your application. Include details on length of course/nature of training and dates when completed.

Current Membership of any Professional Body/Organisation (If Applicable)**IT Skills****Software Package/Programme****Level of Knowledge**

Please choose from:
Basic/Intermediate/Advanced

Employment History (Starting with your most recent employer)					
Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

What notice period do you have to give your current employer?	
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Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

Name and Address Of Employer					
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Post Held					
Reason for Leaving					
Brief Description of Duties					

Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

Please use a separate sheet if you want to add relevant details on further previous employers.

Please detail your suitability for this position in the section below. You should refer to the Job Description and Person Specification (500 word maximum)

In the section below your detail what attracted you to this post (500 word maximum)

In the section below tell us about your personal interests and hobbies (250 word maximum)

EQUALITY ACT 2010	
Do you consider yourself to have a disability?	YES/NO
Please tell us if there are any reasonable adjustments, we can make to assist you in your application or with our recruitment process.	

REFERENCES			
Please provide contact details for your two most recent employers.			
REFERENCE 1		REFERENCE 2	
Name		Name	
Job Title		Job Title	
Organisation		Organisation	
Address		Address	
Contact No		Contact No	
Email		Email	
How is this person known to you?		How is this person known to you?	
Do you wish to be consulted before this referee is approached?		Do you wish to be consulted before this referee is approached?	
Yes		No	
Yes		No	

DECLARATION/DATA PROTECTION STATEMENT
Please complete the following declaration. <i>I confirm that the information provided on this application form is correct and any untrue or misleading information will give my employer the right to terminate any employment contract offered.</i> <i>I confirm I have the permission of the referees I have provided on this form to pass their personal details to Waverley Housing. I understand and agree to Waverley Housing using this and other data to create and maintain recruitment records on me and for statistical purposes in accordance with current Data Protection regulations. I agree that this information will be kept for the duration of the recruitment process and for 6 months thereafter. Should I be employed I agree that this information will be kept for the duration of my employment and for 6 years thereafter. I am aware I have the right to request a copy of the data held on me.</i> <i>I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.</i> Signed Date

Please return your completed application form to: recruitment@waverley-housing.co.uk

CLOSING DATE FOR APPLICATIONS: MONDAY 12 OCTOBER 2026 – 12 NOON

Equality Monitoring Form – Employees, Board Members and Job Applicants

Information for those completing the form

Why are we asking for equality information?

Waverley Housing wants to meet the aims and commitments set out in its Equality Opportunities and Diversity Action Plan. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and Board in encouraging equality and diversity.

We need your help and co-operation to enable us to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes and to meet our legal and regulatory obligations.

What do we do with equality information?

We use equality information for a range of purposes, including to help us to:

- protect and promote your rights and interests;
- promote equality objectives across our services;
- identify and eliminate any form of discrimination.

Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

How do we process your equality information?

We process equality information strictly in line with data protection law, including by:

- processing your equality data confidentially;
- restricting access only to relevant staff members;
- retaining equality information only as long as necessary;
- sharing data only as lawfully permitted; and
- destroying data securely.

Who do we gather equality information about?

We gather equality information from:

- people who apply for a home;

- tenants;
- people who apply for a job with us;
- our employees;
- board and committee members.

Further information can be found within our Privacy Policy and Fair Processing Notice (Employees and Board Members). Contact HR to request a copy.

Other formats: If you would like this form in any other format please contact HR.

Name

Name:	
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Age

Note: We may request a specific date of birth in certain forms when this is required in law. Under the Equality Act, you are protected from age discrimination in all aspects of your employment including recruitment, employment terms and conditions, promotions and transfers, training and dismissals.

What is your date of birth? (DD/MM/YYYY)	
Prefer not to say	

Alternative format:

Please tick the band for your age:	16–24		25–34	
	35–44		45–54	
	55–65		65+	
Prefer not to say				

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

Buddhism:					
Christianity					
Catholic:		Protestant:		Other:	
Hinduism:					
Islam:					
Judaism:					
Sikhism:					
Other religion (please state what this is):					
No specific belief in religion (for example, atheism or agnosticism):					
Other belief (for example, humanism):					
Prefer not to say					

Please use the space below to tell us about any particular requirements relating to your beliefs or religion:

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Please tick here if you want to discuss this matter in confidence:	
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Disability

Are you a disabled person?	Yes	☐	No	☐
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If yes, please tick the box which category you would use from the following list:

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	☐
Learning difficulties: (for example, Down's Syndrome)	☐
Mental health issue: (for example, depression, bi-polar)	☐
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	☐
Physical impairment: (for example, wheelchair-user, cerebral palsy)	☐
Sensory impairment – hearing impairment	☐
Sensory impairment – visual impairment	☐
Other: If none of the categories above apply to you, please specify the nature of your impairment.	☐
Prefer not to say	☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	☐
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Ethnicity

Please tick the box that best describes your particular ethnic group:

African

African, African Scottish or African British:	☐
Other African background (please specify):	☐

Asian, Scottish Asian or British

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	☐
Indian, Indian Scottish or Indian British:	☐
Pakistani, Pakistani Scottish or Pakistani British:	☐
Chinese, Chinese Scottish or Chinese British:	☐
Other Asian background (please specify):	☐

Black or Caribbean

Caribbean, Caribbean Scottish or Caribbean British	☐
Black, Black Scottish or Black British	☐
Other Caribbean or Black background (please specify)	☐

Mixed groups

Mixed or multiple ethnic group (please specify)	☐
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White

English	☐
Gypsy Traveller	☐
Irish	☐
Polish	☐
Roma	☐
Scottish	☐
Welsh	☐
Other British	☐
Other group (please specify your ethnic group)	☐
Prefer not to say	☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	☐
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Marriage and civil partnership

Are you presently in a civil partnership?	Yes	☐	No	☐
Are you presently married?	Yes	☐	No	☐
Prefer not to say				☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence: ☐

Pregnancy and maternity

Are you pregnant?	Yes	☐	No	☐
Have you taken maternity or paternity leave in the past year?	Yes	☐	No	☐
Prefer not to say				☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence: ☐

Sex

What is your sex?	Female	☐	Male	☐	Intersex	☐
Prefer not to say						☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence: ☐

Gender re-assignment (trans/transgender)

Do you consider yourself to be a trans person?	Yes	☐	No	☐
Prefer not to say		☐		

Please use the space below to advise us if you have any particular requirements:

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Please tick here if you want to discuss this matter in confidence:	☐
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Sexual orientation

What is your sexual orientation?

Bisexual	☐
Gay man	☐
Heterosexual/straight	☐
Lesbian/ gay woman	☐
Other	☐
Prefer not to say	☐

Please use the space below to advise us if you have any particular requirements:

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Please tick here if you want to discuss this matter in confidence:	☐
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General

Please mark this box if there are any issues that you want to discuss with us in confidence	☐
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Consent

I consent to Waverley Housing collecting and processing the above data to ensure that processes address any form of discrimination, promote equality objectives and address my needs.

I am aware that I can withdraw this consent at any time by telling Waverley Housing.

Signature:	
Date:	



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T: 01450 364200

E: info@waverley-housing.co.uk

www.waverley-housing.co.uk

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To request this report in an alternative format,
e.g. large print or different language
please call 01450 364200

