

CVG Housing Officer





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Welcome

from the Chief Executive



Dear Candidate,

I am so pleased you have taken the time to review this recruitment pack, and you are considering this great opportunity to join us at Clyde Valley to be part of Customer Service Team in this pivotal role.

Our Housing Officers provide an efficient, effective and responsive housing management service to Clyde Valley customers - supporting sustainable and successful tenancies, involving customers in improving our neighbourhoods and raise customer satisfaction.

I joined Clyde Valley in March 2018 as Director of Finance and Corporate Services and was appointed as Chief Executive in August 2023, and I can honestly say you will feel so welcomed by the Clyde Valley team should you come and work with us. We are an organisation that is people centred with a caring culture where people want to do the best they can for our customers and their colleagues.

Founded in 1996 through a stock transfer of around 1,000 homes we have grown to almost 5,000 homes today through a number of small stock transfers and an ambitious new build programme since the early 2000s.

We want to achieve the right balance of investing in new and existing homes and services whilst offering our customers great value for money. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity. You can help us do this.

Clyde Valley Housing Association wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers. We encourage and support professional development across Clyde Valley and have a really positive attitude to growing our people.

We seek colleagues who share our culture of fun, collaboration, positivity and ambition and would really welcome your application.

Good luck in the process.

Carron Garmory

CHIEF EXECUTIVE

About

Clyde Valley Group

Who We are

The Clyde Valley Group (CVG) is a thriving social business and registered charity recognised for innovative and partnership approaches to meeting community needs. Clyde Valley Housing Association (CVHA) is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire. CVHA is the Group's main operating company and has a track record of delivering housing management, scheme development and high-quality housing services for a diverse range of customers. Our Group continues to grow, and we now own over 4,700 homes and provide factored services to more than 3,000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meeting housing needs.

Our Vision



“ Shaping a brighter future by building vibrant, inclusive communities. ”

Our Values

BE all about the customer



Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

BE Inclusive



We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.

BE caring



Most importantly we are people centred, we will listen and support customers and each other.

BE driven by excellence



Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

Together we make the difference

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers

Clyde Valley Group

Structure



CARRON GARMORY
CEO



LISA BERESFORD
PEOPLE DIRECTOR



FIN SMITH
CUSTOMER SERVICE
DIRECTOR



NATALYA MACHOLLA
FINANCE & CORPORATE
DIRECTOR



SINCLAIR YOUNG
PROPERTY &
DEVELOPMENT DIRECTOR



VACANCY
CUSTOMER SERVICE
MANAGER



SUSAN MCGLEISH
FINANCE MANAGER



SAM BROWN
REPAIRS & MAINTENANCE
MANAGER



ANGELA CAIRNS
CUSTOMER SERVICE
MANAGER



SARAH CAMPBELL
BUSINESS IMPROVEMENT
MANAGER



VACANCY
DEVELOPMENT
MANAGER



JOE HANDS
HEAD OF ASSURANCE



ROBBIE CRAIG
ASSET MANAGER

Role Profile

Job Title:	Housing Officer
Salary:	EVH Grade 7 (£40,635 - £44,619)
Hours:	35 hours per week
Reports to:	Senior Housing Officer

Overall Purpose:

To provide an efficient, effective and responsive housing management service to CVG customers. To support our customers to sustain successful tenancies, involve customers in improving our neighbourhoods and raise customer satisfaction.

Key Accountabilities:

Customer Service

- Provide an outstanding experience to all customers of the Clyde Valley Group (CVG), in line with CVG's Customer Experience Policy.
- Focus on the delivery of quality outcomes for the customer, seek to exceed their expectations wherever possible.
- Seek to reduce customer effort by taking ownership of the customer's request.
- Maintain a positive and professional attitude with customers at all times.
- Focus on solving problems, including complaints, advocating on behalf of the customer.
- Manage and maintain customer records and associated data with absolute care and attention.
- Act as a team player, work in partnership across the group to ensure collaborative working and consistency of service.

Void Management and Allocations

- Let all void properties including in accordance with the Association's standards and service objectives to ensure void rent loss is minimised.
- Provide customers with a range of housing information and advice, including Housing Options advice.
- Lead on the allocation of CVG properties, including management of waiting lists, working with common housing registers, shortlisting and matching.
- Ensure that allocation decisions are taken in line with relevant policy and procedure as well as being focussed on establishing successful tenancies and communities that will sustain.
- Work in partnership with local authorities and other stakeholders to ensure effective allocations decisions are made.

- Focus on opportunities to reduce homelessness by maximising lets to homeless applicants.
- Process applications for housing accurately and timeously ensuring waiting lists within the Common Housing Register are being maintained efficiently.
- Investigate housing applications including verifying appropriate information, maintaining case data relative to ongoing applications and recommending an appropriate outcome to the Customer Service Manager as appropriate.
- Carry out interviews with prospective tenants in line with our policies and procedures.
- Process all applications from tenants and others in terms of sub-letting, succession to tenancy, mutual exchanges, and transfers of tenancy in accordance with Association policy.
- Ensure tenancy agreements are properly concluded.

Tenancy Management/Sustainment – Customer Success

- Carry out customer visits as required.
- Manage tenancies in accordance with rights and responsibilities set out in the tenancy agreement and in line with statutory timescales and the Association's relevant policies and procedures.
- Provide support and assistance to tenants to sustain successful tenancies through internal resource, partnership working and referrals to other agencies.
- Use a risk-based approach to work with customers to prevent tenancies from ending for non-positive reasons.
- Develop new initiatives to support our customers to sustain their tenancies in liaison with colleagues and local stakeholders.
- Manage anti-social behaviour cases by investigating and taking appropriate action in partnership with other agencies as required. Prepare comprehensive reports in line with our Anti-Social Behaviour Policy.
- Provide advocacy and signposting services for customers in their dealings with a wide range of agencies.

Neighbourhood Management

- Make lettings decisions based on consideration of ensuring balance and sustainability within neighbourhoods.
- Ensure effective management of communal areas such as closes, stairs and bin stores through regular inspections, proactive responses and relevant enforcement action.
- Ensure that our estates are safe and well maintained, working with colleagues across the group, local stakeholders and engaging with customers. This includes regular inspections, proactive responses and relevant enforcement action.

Partnership Working

- Develop excellent customer relationships and work with colleagues across the group to deliver an innovative and pro-active customer service.
- Participate in meetings with customer groups and various external agencies as required.
- Attend other meetings as required, including new build site meetings and CHR Meetings.

Compliance and Other

- Meet agreed performance targets and outcomes measures.
- Reply to all correspondence within the agreed service standards.
- Ensure compliance with all legislative and regulatory returns for your service areas, including contributing to the review of relevant policies and procedures.
- Provide timely and accurate Management Information for the purposes of reporting performance against our KPIs and Service standards.
- Contribute to our Annual Return on the Charter.

- Undertake other reasonable duties as may be required.

The job description is intended to provide an outline of the post of Housing Officer. The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the Senior Housing Officer, Customer Service Manager or Customer Service Director.

Person Specification

	Essential	Desirable
Qualifications	• CIH Level 4 Diploma in Housing Studies or equivalent	• Diploma in Housing Studies.
Experience	• Experience of working in a housing environment and providing effective housing management services • Experience of working to targets and deadlines • Experience of working as part of an effective team • Experience of dealing with challenging and vulnerable groups • Experience of effective partnership working with internal colleagues and external agencies	• Experience of effective partnership working with colleagues and other agencies • Experience of working with Common Housing Registers • Experience of dealing with Welfare Benefits issues • Experience of using Capita and Open Housing systems
Knowledge / Understanding	• Knowledge of Scottish social housing sector and current issues • Knowledge of Scottish housing law (e.g. Scottish Secure Tenancy), relevant policies, procedures and systems • Knowledge of Performance Standards, good practice, regulatory regime and Key Performance Indicators	• Detailed knowledge of general housing issues and legislation • Working knowledge of Registered Social Landlord governance • Understanding of Clyde Valley Housing Association's operating environment and strategic priorities • Knowledge of relevant specialist agencies to refer customers to
Skills	• First class verbal and written communication skills • Excellent Customer Service skills • High proactivity and initiative	

	• Ability to prioritise objectives and remain focussed on the most important • Excellent IT skills • Excellent organisational skills • Skilled in complaint handing and managing difficult conversations	
Personal Qualities	• Customer and outcome focussed • Drive, determination and personal resilience • A passion for excellence • Personal integrity and confidentiality • Commitment to service excellence and continuous improvement • Strong commitment to the ethos and values of Clyde Valley Group and the social housing sector, including principles of involvement, equality and social justice • Strong interpersonal skills to build and maintain working relationships and work as part of a team • Ability to follow policies and procedures and adapt to changes in working practices	• Supports others to realise their potential
Other	• Work flexibly • Driving licence • Commitment to promote equal opportunity and diversity	

Your Application

To apply, please visit our website <https://cvha.org.uk/work-with-us>:

- Click on **Current Vacancies**.
- Click on the link on the advert which will take you to our online application process through BambooHR.
- Complete your personal details.
- Upload a comprehensive up-to-date CV which shows your full career history.
- Upload a supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this.
- Give details of two professional referees, they will only be contacted with your permission at offer of employment stage
- Complete the declaration questions

Please note that applications can only be considered if all the documentation is complete.

We would encourage you to read our application guidance notes below, which should be helpful in tailoring your application to the role profile.

We welcome the use of AI responsibly and ethically to demonstrate your skills in your application, but please don't allow it to overshadow your own unique voice.

While we appreciate innovative approaches, we also value authenticity. Our assessment considers both the content of the application and how it was created, ensuring fairness and inclusivity for all applicants. At the end of the day – we want YOU to work for us!

If you have any questions or require reasonable adjustment to support you at this stage, please get in touch to let us know how we can help by contacting our People Team via recruitment@cvha.org.uk

If you wish to find out more information regarding the Clyde Valley Group, you can visit our website at www.cvha.org.uk

Closing date for Applications: **5pm on Monday 2 February 2026**

Interviews are expected to take place on: **11 & 12 February 2026**

Key Terms & Conditions

REMUNERATION & BENEFITS

- EVH Grade 7 Salary band: £40,635 - £44,619 per annum
- Defined Benefit pension contribution scheme (Employer contribution of 9.6%)
- Flexible and agile ways of working
- Excellent learning and development opportunities
- Clyde Value (employee discounts and benefits platform)
- Health and wellbeing initiatives
- On-site gym
- Up to 20 agile leave days per year

HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of 15 public holidays)

WORKING HOURS

Agile ways of working between 7am and 7pm

LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN.

Clyde Valley operates an agile working policy which allows for a mixture of office, home and community working.

Accessibility Statement

Housing Officer

In this statement, detailed aspects of the job role have been given to support application with accessibility needs to gain an understanding of what the job entails. Clyde Valley Group is a Disability Confident employer, and we work with Access to Work where appropriate.

We're happy to discuss reasonable adjustments in relation to this job role and the interview process. Please contact our People Team via recruitment@cvha.org.uk or you can phone our Contact Centre team on **01698 268855** and ask for a member of the People Team.

Office Accessibility

- The Clyde Valley offices are based over three floors with level access to the ground floor and a lift to the other two floors.
- There are two accessible parking spaces in our car park with lowered curbs to give access to the entry doors.
- An accessible toilet is available on every floor.
- Internal doors can be held open with a magnetic latch system.

Flexible Working

Clyde Valley supports flexible working where possible. Details on flex working for the role

More information about the flexible working requirements for this role can be found in the below statement.

Work Location and Hours

Work from our office	• The office is available for work 5 days a week for those who prefer an office environment.
Working from home	• Working from home is available for this role on a flexible basis around the work requirements.

Working in the community	• Visits to customer's homes are expected to take place regularly. • Scheduled inspections of closes and estates are required on a regular basis, and on an ad-hoc basis in response to queries. • Visits will be within a geographical 'patch'. • Occasional attendance at community events may be required.
Visiting development sites	• May be required on an ad-hoc basis whilst developments are ongoing. • Sites may contain uneven ground, machinery, building materials and other hazards.
Visiting customer homes	• Visits to customer's homes are expected to take place on a regular basis. • Some homes are accessible only via stairs.
Driving for work	• Driving required for customer visits is frequent, often daily. • Pool cars are available. • Occasional travel within the local area may be required for team meetings, training and events. • Very occasional travel out with the local area may be required for training and events.
Working hours	• Hours are flexible between 7am and 7pm, providing that work is completed and that you are available for customers when required. • Once a week the working of 9-5 hours is required as part of the duty rota to be available for on the day enquiries.

Device Use

Using a laptop	• A laptop is provided as standard for this role. • Supporting equipment such as screens, mice and external keyboards are provided as standard.
Using a Tablet PC (e.g. Surface Pro)	• The majority of work will be completed using a laptop, a table PC can be requested.
Using a Mobile Phone	• A touch-screen mobile phone will be provided with phone calls being made through an app. • Mobile phones can also be used to access Microsoft Office application and the HR system, though use of these applications on a mobile is voluntary.
Using a lone-working device	• A lone-working device is required to be used on customer visits.

	• The device is operated by the use of push buttons on the device, or through a phone app.
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Application use

Microsoft Office Applications	• Office applications are used every day including: Outlook, Teams, Word, Excel and SharePoint.
Web based applications	• A cloud-based customer relationship management (CRM) system is used to log and manage customer contact. • A cloud-based HR system is used to book leave • A cloud-based e-learning systems is used for some core training.
Other Applications	• Use of a Housing Management system (Open Housing) is required as part of the job role. • Use of council housing registers is required as part of the job role

Communication

Language	• English is the first language spoken by the majority of staff and customers
Receiving and making telephone calls	• This is an integral part of the job role, and you will be expected to make multiple phone calls to customers every working day through an application on your laptop or mobile phone. • You will be required to be the 'on duty' person at least once a week, where you will be responsible for answering calls passed to you by the Contact Centre. • Phone calls or other communication with third parties such as council officials, police officers, social workers and support organisations are likely on a regular basis.
Receiving and making video calls	• Making video calls to colleagues through Microsoft Teams is an essential part of the role and will occur on a daily basis. • Making calls through alternative platforms such as Zoom may occasionally be required to communicated with third parties
Email	• Email is an essential part of this job, and it is expected that you will use this every day.
Instant Messaging	• Instant messaging with colleagues through Microsoft Teams is an essential part of the role and use of this function is likely every day.

Attending in-person meetings	• In-person meetings will happen with colleagues on a regular basis • In person one to ones are expected to take place on a monthly basis
Attending virtual meetings	• Virtual meetings with colleagues will take place on a frequent basis
Having face to face conversation in our communities and customer homes	• Face to face conversations with customers either in our communities or in customer homes is expected on a weekly basis.
Creating reports	• Records of customer interaction are required to be logged on the Customer Relationship Management (CRM) system. • Reports to request approval for assignation, mutual exchanges, successions and to progress anti-social behaviour cases are required on an ad-hoc, regularly occurring basis.
Administration	• Forms relating to tenancies must be completed accurately and in the correct order. This forms a regular, ongoing part of the role. • Obtaining and recording accurate information from customers is a regular and ongoing part of the role. • Creating information packs for new customers is a regular and ongoing part of the role.
Giving presentations	• Unlikely to be required by this role.
Conducting interviews	• This role will involve the taking of statements from customers to support case work.
Working with complex needs	• This role will involve working with people with complex needs. • This role will receive, handle and feedback on customer complaints. • This role will deal with incidents of anti-social behaviour and disputes between customers. • Occasionally this role will encounter aggressive behaviour and conflict.

Workplace Interactions

Interacting with customers	• An essential, daily part of the role.
Interacting with colleagues	• An essential, daily part of the role.
Interacting with contractors	• An essential, daily part of the role.
Interacting with the Board and Governing Bodies	• Unlikely to be required by this role.

Interacting with Regulatory bodies	•Unlikely to be required by this role.
Interacting with other agencies	• An essential, daily part of the role.

Application Guidance Notes

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you prepare your application.

CVs

CVs must be submitted alongside a supporting statement and declaration form. CVs should ideally be no longer than two A4 pages. Factual information such as relevant qualifications and whether or not you hold a driving license (if applicable) should be included on your CV.

PERSONAL STATEMENT

This is one of the most important parts of your application and it is crucial that you understand what we are looking for so you can present your application in the best way. Your supporting statements should be no longer than three A4 pages long and should be typed in Arial, font size 11, or similar.

We shortlist candidates for interview against the person specification. This sets out what we're looking for in the job role. Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. In your application, make sure that the essential and desirable criteria are stated clearly where you have the relevant experience, knowledge and skills. The personal statement can be used to give short examples from your experience that demonstrate the criteria we are looking for.

REFERENCES

Please provide employment references and not character references. Your referees should be your two most recent employers, including your most recent employer if applicable. An email address to contact the referee will be required.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from an educational establishment, or a voluntary group instead.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know so that we can discuss who might be an appropriate person to approach for a reference.

We will only request references when we have decided to make an offer of employment.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all candidates with a disability who meet the minimum essential requirements for the post (see the essential criteria in the person specification). If you tell us that you are a person with a disability, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process. If you join us, reasonable adjustments will be made to where and how you work as required.