

Clyde Valley Group is recruiting for a Housing Officer in our Revenue Team on a 12-month fixed term contract to join our highly dedicated Customer Services department and help us meet the needs of our growing and successful business.

As we embark upon our new Corporate Plan for 2020-25, we are confident we know what our customers need us to do and what challenges and opportunities lie ahead. This is a unique opportunity to contribute to the effective management of the Association's Housing function and deliver a high level of customer service.

The Revenue Housing Officer will focus on debt management and tenancy sustainability with our customers. This is a varied role which involves working closely with customers, external agencies and our team of dedicated Housing Officers working in our neighbourhoods. Experience of working in Social Housing and a comprehensive knowledge of welfare benefits issues and legislation are essential.

Key responsibilities include:

- Maximising rental income through regular checking of customer accounts and being pro-active with engaging customers
- Contacting customers to agree realistic and sustainable re-payment arrangements
- Record customer details and contacts in line with GDPR and good data protection practice
- Instruct legal action where necessary, keep relevant documentation and liaise with Solicitors where necessary
- Maximise take up of benefits by providing advice and information to customers and assist with applications where appropriate
- Work with the wider Housing team to identify possible tenancy sustainment issues and work with customers towards solutions
- Communicate with external agencies and signpost to services to maximise income and minimise debt
- Participate in case conference and work with others to seek alternatives to eviction

In return, Clyde Valley Group offer a great remuneration and benefits package, including generous holidays and flexible working arrangements, an on-site gym and training and development.

Clyde Valley Housing Association is a Registered Social Landlord, owning and managing more than 4200 homes with a pipeline programme to build over 600 more. Our thriving wholly owned subsidiary Clyde Valley Property Services provides factoring services to more than 3000 owners. CVPS is also building for mid-market rent and sale as well as operating and growing a private lettings business. People see us as a trusted and influential local and regional landlord and service provider, employer and business partner working across Lanarkshire and East Dunbartonshire.

**In order to apply please visit our website for more information**

**Guaranteed Interview:**

As a Disability Confident Employer, we'll interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you're disabled, we'll ensure

---

that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

