

INCOME MAXIMISATION
ASSISTANT

WEST OF SCOTLAND
HOUSING ASSOCIATION



Recruitment Pack



West of
Scotland
Housing
Association





WELCOME

Thank you for your interest in West of Scotland Housing Association. This pack explains who we are, what we need from you and what you need to do to apply.

Our values shape how we act, our decisions and the services we provide. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.

BRIAN GANNON
CHIEF EXECUTIVE OFFICER





ABOUT US

Founded in 1965, we strive to be more than just a landlord. What sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to your needs as your lives change.

We provide around 4,200 homes across the West of Scotland and go further to provide housing you can call home.

OUR VISION

We go further to provide housing you call home.

OUR MISSION

We put customers at the heart of everything we do. We do this by listening to your views and caring about what matters to you. We take a flexible and innovative approach when providing homes and services that help individuals and communities thrive.



To ensure our values are reflected in everything we do, we have created a **Values Framework** which outlines the behaviours expected of our staff, managers and Board.



WORKING FOR US

Access to a personal health care plan for you and your family.
Access to staff shopping discounts and salary sacrifice staff tech and EV scheme

We are a member of Employers in Voluntary Housing (EVH)

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff health & wellbeing including free flu jabs and annual health checks.
Cycle to work Scheme and secure bike shed at office

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows





Pension:

We offer a SHAPS defined contribution scheme provision to all staff employed by West of Scotland Housing Association.

The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.





ABOUT THE ROLE

- ★ Job Title: Income Maximisation Assistant
- 🏢 Department: Income Maximisation Team
- 📍 Location: Glasgow, G40 – Hybrid model in place
- ❤️ Salary Scale: EVH Grade 5 PA13 – PA16 £29,086 - £32,324 per annum

We are looking for a new Income Maximisation Assistant who shares our values and will use them to guide the way they work on a daily basis. You will be accountable to our Income Maximisation Team Leader. As a team player, you will be working in our Income Maximisation Team and alongside our Housing Estates Teams to ensure that the highest level of admin support is provided in order to maximise income to both customers and the Association. In this key role, you will promote tenancy sustainment by supporting an accurate, sensitive, responsive rent enquiry and information service.

Other responsibilities will include working with internal and external partners to maximise benefit take-up and to ensure vulnerable customers are identified and are offered appropriate support.

You should:

- Have excellent interpersonal, verbal and written communication skills with a customer centred, flexible, confident approach
- Have good team working, able to work across organisational teams and departments
- Have the ability to demonstrate a proactive approach to problem solving
- Have basic knowledge of welfare benefits, showing a track record of maximising rent payments with uptake of housing benefit and universal credit.
- Have experience of financial record keeping, including setting up of payments





MAIN RESPONSIBILITIES

- Provide admin support for Income Maximisation Team (IMT).
- Answer phone calls on behalf of the IMT and deal with general enquiries.
- Use social media and other forms to initiate and maintain contact with customers including contact out with office hours.
- Pursuing other debts owed to the Association for former and current tenancies.
- Monitor Former Tenant Arrears including cause of arrears. Follow both the write-off procedure and the former tenant balances procedure and populate the write-off spreadsheet appropriately.
- Process bankruptcy/sequestrations for former tenants, removing from accounts and passing for write-off.
- Arrange tracing of former tenants [including liaison with Debt Recovery Agency].
- Issue payment cards to current/former tenants.
- Monitor former and current tenants' credits including cause of credit, initiating contact with customer and applying Credit Refund Procedure and seek approval from IMO.
- Check whether Former Tenant has any other debt owing to them by the Association and arranging repayment to the former tenant or next of kin etc.
- Recommend write back of credit where tenant is not entitled (e.g. was on full HB) or cannot be located.
- Recommend write back of credit where tenant is not entitled (e.g., was on full HB) or cannot be located.
- Maintain close and effective working relationships with statutory and other agencies affecting Housing Benefit/Universal Credit and other rental income.
- Set up arrangement, direct debits and other payment methods with customers e.g. use of the Customer Portal.
- Process daily notifications from Finance in relation to Direct Debits returned or cancelled and send letter accordingly. Noting on CX and advising IMO
- Process housing benefit determination notices on a regular basis, prioritising those suspended or cancelled and issue notification of monthly rent portions to customers.
- Provide cover for Reception staff for Customer Service Team.
- Ensure own continuous development and knowledge is up to date in line with sector related developments.
- Complete verification tasks through the Universal Credit Landlord Portal and apply for Managed Payments to Landlord [MPTL] and arrears deductions, where appropriate.

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

PERSON SPECIFICATION

CRITERIA

Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

Assessment Method -Applicants should note that the method of assessing individual applications is given in the assessment column (**ASS Method**) as follows: AF – Application Form; I-Interview, P – Presentation, PSY – Psychometric testing

SKILLS and QUALITIES

Criteria	Ass Method	E	D
Skills & Qualities			
Excellent interpersonal, verbal and written communication skills with a customer centred, flexible, confident approach	AF/I	*	
Excellent computer literacy and numeracy skills	AF/I	*	
Competent in using Microsoft Office Packages e.g. Excel	AF/I	*	
Ability to meet demanding personal and team deadlines	AF/I	*	
Ability to liaise effectively and work in partnership with internal and external customers and agencies	AF/I	*	
Good team working, able to work across organisational teams and departments	AF/I	*	
Ability to demonstrate a proactive approach to problem solving	AF/I	*	
Self-motivated with the ability to work using own initiative	AF/I	*	
Able to deal with sensitive issues, being ethical and remaining confidential	AF/I	*	

EXPERIENCE and KNOWLEDGE

Experience & Knowledge			
Experience of using Databases/ Internal Systems.	AF/I	*	
Basic knowledge of welfare benefits, showing a track record of maximising rent payments with uptake of housing benefit and universal credit	AF/I	*	
Experience of setting up and monitoring of repayment agreements	AF/I	*	
Experience of working with the public, statutory agencies and housing departments	AF/I	*	
Experience of debt recovery, maintaining customer contact and signposting of support	AF/I	*	
Experience of financial record keeping, including setting up of payments	AF/I	*	
Knowledge of social landlord policies and practices, related to social housing tenancy and related issues and how these affect our customers	AF/I		*



PERSON SPECIFICATION

CRITERIA

QUALIFICATIONS

Qualifications			
Possession of a relevant professional qualification or knowledge and ability at an equivalent level	AF	*	

OTHER REQUIREMENTS

Other Requirements			
Hold a driving license and have use of a car, insured for business use, during the working week	AF		*
Flexibility to work out with office hours e.g. for evening visits to tenants	AF/I		*

APPLICATION PROCESS

For further details and to apply online visit www.westscot.co.uk/about-us/recruitment/.

If you require an application in another format please email vacancies@westscot.co.uk or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI tools will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered

The West of Scotland Housing Association does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences.

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Completed applications must be returned by 10pm on Sunday 2nd February 2025

PROVISIONAL INTERVIEW DATES:

1st interviews – Tuesday 18th February 2025



EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.





GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

Please read these notes carefully - they are to help you make the best of your application.

- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrated how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.
Further information on applying for the correct level is provided to the successful candidate.
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.