

Welfare Rights Officer – 14  
hours per week, fixed term  
until June 2028

West of Scotland Housing  
Association



# Recruitment Pack





Read our  
Recruitment charter on  
[Recruitment Charter](#)

## 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.





## ABOUT US

Founded in 1965, West of Scotland Housing Association (WSHA) strives 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 4,500 homes across the West of Scotland and go further to provide housing you can call home. We have a wide range of homes to suit you at every stage of your life including tenemental flats, family homes, amenity properties and sheltered housing.

## OUR VISION

We go further to provide housing you call home.

## OUR MISSION

Our mission is to provide affordable and sustainable housing and services to enhance lives and empower communities in the west of Scotland. We will do this through engaging with our customers and partners, ensuring that every voice is heard and valued.



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

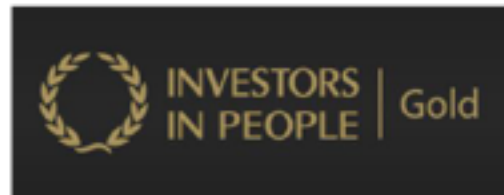
We are a member of Employers in Voluntary Housing (EVH)

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.

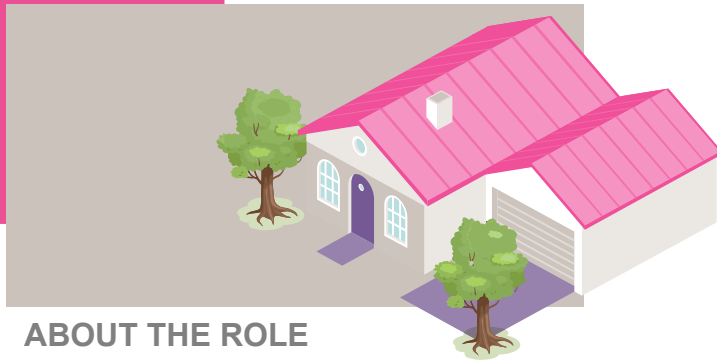
The employee can contribute a minimum of 3% to the scheme.

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: Welfare Rights Officer – 14 hours per week
- 🏠 Department: Income Maximisation
- 📍 Location: Glasgow, hybrid model in place
- 💖 Salary Scale: EVH Grade 7 £42,707 - £46,895 per annum pro rata

West of Scotland Housing Association (WSHA) in partnership with Rutherglen & Cambuslang Housing Association are looking for a new part time Welfare Rights Officer who shares our values and will use them to guide the way they work on a daily basis. You will assist in maximising benefit and income for tenants/owners of Rutherglen & Cambuslang HA using methods compatible with our values.

### You will play a key role in:

- Providing benefit advice and support to tenants/owners to ensure they receive all the benefits they are entitled to, checking accuracy of claims
- Carrying out benefit checks / provide entitlement advice through home visits, appointments and telephone enquiries and using a range of methods (social media, text, emails and phone calls out with office normal hours) to establish and maintain contact with tenants
- Effectively liaising with external agencies, e.g., Social Work Department, Housing Benefit Offices, DWP etc.
- Supporting the Housing Officers in identifying gaps in benefit income
- Providing basic debt and budgeting advice to tenants/owners
- Having the ability to meet demanding deadlines and manage a varied workload





## MAIN RESPONSIBILITIES

- Provide benefit advice and support to tenants/owners to ensure they receive all the benefits they are entitled to, checking accuracy of claims
- Liaise with other agencies to ensure the tenants/owners have access to services and advice that we are unable to provide directly e.g. tribunal representation
- Carry out benefit checks / provide entitlement advice through home visits, appointments and telephone enquiries and using a range of methods (social media, text, emails and phone calls out with office normal hours) to establish and maintain contact with tenants.
- Maintain records on case management system.
- Effective liaison with external agencies, e.g., Social Work Department, Housing Benefit Offices, DWP etc.
- Assist in the delivery of welfare rights campaign material aimed at maximising incomes and minimising the risk of rent arrears/debt
- Complete claim forms/online claims and benefit renewal forms and undertake follow-up work up to verification level as required
- Assist in the development and application of the Association's policies and procedures
- Attend relevant stakeholder groups, forum meetings, consultations, and sector specific events
- Liaise with a range of other staff across the Organisation to establish contact with customers
- Assist in publicising welfare rights information at all appropriate venues, publications and Newsletters etc.
- Collate and provide relevant performance management data for inclusion in performance reports
- Provide basic debt and budgeting advice to tenants/owners
- Ensure own continuous development and knowledge is up to date in line with sector related developments
- Assist in the development and application of the Association's policies and procedures
- Deliver services internally/externally in line with the Association's values
- Ensure procedures are followed with regards to Peoplesafe Lone Working
- Assist in developing continuous quality Improvement to the service, ensuring the service reflects the needs of a diverse customer group.
- Carry out any other reasonable tasks that may be requested by line manager.

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

Criteria	Assessment Method	E	D
<b>Skills &amp; Qualities</b>			
<b>Excellent interpersonal skills and Customer Centred approach, including diplomacy, negotiation, tact and able to build rapport to form effective working relationships with tenants, internal and external customers</b>	AF/I	*	
Excellent written and numeracy skills, able to make clear concise notes and calculate income management figures	AF/I	*	
<b>Competent in using Microsoft Office Packages (e.g. Excel, Word,), social media and the ability to use a Housing Management System</b>	AF/I	*	
Trustworthy, able to deal with sensitive issues, ethically and with integrity	AF/I	*	
Good team working, able to work across organisational teams and departments	AF/I	*	
<b>Ability to meet demanding personal and team deadlines</b>	AF/I	*	
Ability to recognise problems, analyse and implement effective solutions	AF/I	*	
Able to use their initiative, along with the ability to lead and develop continuous quality improvement in service areas	AF/I		*

Experience & Knowledge	Assessment Method	E	D
Experience of working with the public, statutory agencies, and housing departments	AF/I	*	
<b>Experience of welfare benefits/rights, showing a track record of maximising income with uptake of housing benefit and universal credit</b>	AF/I	*	
<b>Experience of debt management/negotiation, maintaining customers contact and signposting support</b>	AF/I	*	
Knowledge of social landlord policies and practices related to social housing tenancy and related issues	AF/I		*
Experience of case management/record keeping	AF/I		*
Knowledge of current issues surrounding social housing and how these affect our customers	AF/I		*



## PERSON SPECIFICATION CRITERIA

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

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

Demonstration of the Values	Assessment Method	E	D
Respect - Treats everyone with empathy and kindness	I	*	
Inclusive – Aims to meet individual needs and recognise diversity	I	*	
Integrity - Acts with integrity and honesty always	I	*	
Improvement- Aims to continuously improve what we do to benefit our customers, staff, and stakeholders	I	*	
Support - Supportive in your approach to customers, staff, and stakeholders	I	*	



## APPLICATION PROCESS

For further details and to apply online visit  
[www.westscot.co.uk/about-us/recruitment/](http://www.westscot.co.uk/about-us/recruitment/).

If you require an application in another format please email  
[vacancies@westscot.co.uk](mailto: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 23.55 on Monday 15<sup>th</sup> June 2026**

**INTERVIEW DATE: Wednesday 24<sup>th</sup> & Thursday 25<sup>th</sup> June 2026**



## 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.