

**Income Maximisation
Officer**

**West of Scotland
Housing Association**



Recruitment Pack



West of
Scotland
Housing
Association





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

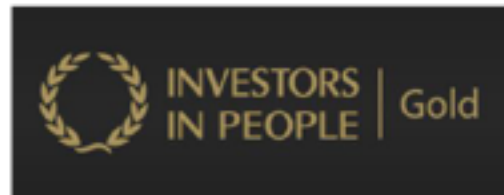
We are a member of Employers in Voluntary Housing (EVH)

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.

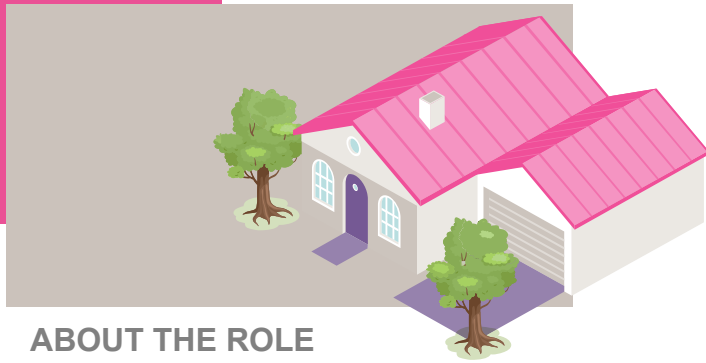
The employee can contribute a minimum of 3% to the scheme.

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: Income Maximisation Officer
- 🏠 Department: Housing & Community Services
- 📍 Location: Glasgow, hybrid model in place
- 💖 Salary Scale: EVH Grade 7 £42,707 - £46,895 per annum

We are looking for an Income Maximisation Officer who shares our values and will use them to guide the way they work on a daily basis. You will assist in maximising income paid to the Association by service users using methods compatible with our values of Respect, Inclusive, Integrity, Improvement & Support.

You will play a key role in:

- Taking responsibility for effectively managing rent arrears in line with the Associations policy, best practice, relevant legislation and use of our case management tool
- Establishing and maintaining close effective working relationships with statutory and other agencies affecting Housing Benefit/Universal Credit and other rental income.
- Liaising with other staff and stakeholders, both internally and externally to identify and put in place support for tenants
- Making appropriate recommendations to the Income Maximisation Team Leader (IMTL) where cases to be taken to court and preparing all relevant documentation

About You

- Excellent interpersonal and engagement skills with a proven track record of being able to build strong relationships with internal and external stakeholders
- Ability to collate and analyse information, maintain written records and write reports
- Ability to maintain confidentiality
- Excellent written and numeracy skills, able to make clear concise notes and calculate income management figures





MAIN RESPONSIBILITIES

- Take responsibility for effectively managing rent arrears in line with the Associations policy, best practice, relevant legislation and use of our case management tool
- Making appropriate recommendations to the Income Maximisation Team Leader (IMTL) where cases to be taken to court and preparing all relevant documentation
- Use a range of methods [social media, text, visits and calls outwith normal hours] to establish and maintain effective and meaningful contact with tenants
- Liaise with a range of other staff across the Association including Welfare Rights, Estate Teams, Property & Repair, Community Support Services, Customer Service Team to establish contact with customers
- Maintain accurate databases and records of all contact with customers, colleagues and other Agencies and organisations.
- Liaise with other staff and stakeholders, both internally and externally to identify and put in place support for tenants
- Recommend where arrears and other debt should be written off in line with the Association Write-off policy and ensure accuracy of write-off records
- Provide accurate information and data, to the IMTL, for inclusion in the Quarterly Performance Report.
- Ensure own continuous development and knowledge is up to date in line with sector related developments.
- Establish and maintain close effective working relationships with statutory and other agencies affecting Housing Benefit/Universal Credit and other rental income.
- Ensure procedures are followed with regards to Peoplesafe for lone working
- Set up arrangements, direct debits and other payment methods with customers e.g. use of Customer Portal and/or Customer App
- 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	Assessment Method	E	D
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	AF/I	*	
Excellent written and numeracy skills, able to make clear concise notes and calculate income management figures	AF/I	*	
Competent in using Microsoft Office Packages (e.g. Excel, Word,), social media and the ability to use a Housing Management System	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	*	
Ability to meet demanding personal and team deadlines	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		*

OUR VALUES

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	*	



PERSON SPECIFICATION CRITERIA

KNOWLEDGE & EXPERIENCE

Criteria	Assessment Method	E	D
Experience of working with the public, statutory agencies, and housing departments	AF/I	*	
Knowledge of income management, income maximisation techniques and core housing management tasks	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 debt recovery, maintaining customers contact and signposting support	AF/I	*	
Knowledge of debt recovery, court proceedings and financial management	AF/I	*	
Knowledge of social landlord policies and practices related to social housing tenancy and related issues	AF/I		*
Experience of financial record keeping including setting up payments	AF/I		*
Knowledge of current issues surrounding social housing and how these affect our customers	AF/I		*

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		*



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 Sunday 31st May 2026 @ 23.55

INTERVIEW DATE: W/C 8th 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.