



Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothian's and Fife. With an annual turnover in excess of £18m, we own 1340 properties across the areas with two care homes in Edinburgh

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future, fuel efficient and are the best achievable standard whilst remaining affordable.

Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver and we want them to choose us as their preferred landlord and care home provider.

<b>Job Title</b>	<b>Housing Advisor</b>
Reports To	Senior Housing Advisor
Department/Section	Housing
Location	Head Office, 4 South Oswald Road, Edinburgh
Date	May 2025

### Job Purpose

Reporting directly to the Senior Housing Advisor, you will be responsible for providing an efficient and effective front-line service, delivering high quality services to VHA's tenants.

You will be expected to deliver excellent customer service within a culture that demands high level tenant engagement.

You will be naturally customer focused and you will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

### Key Responsibilities

- You will be the first point of contact for Housing queries across various tenures and provide full range of administrative duties, including assisting in the co-ordination and monitoring of all void and housing allocations, arrears management and quality monitoring processes and ensure that they are in keeping with the Associations policies and procedures across various tenures.
- You will be responsible for managing Edindex and VHA's Choice Based Letting systems and ensure that all VHA Housing Registers, transfer lists and nominations are up to date, developed, managed and maintained effectively.
- You will also provide assistance to enquiries in relation to Shared Ownership, seeking support and advice from colleagues as required.
- Liaising with your colleagues in Assets, you will be responsible for managing the initial stages of tenant's arrears and advise on any rechargeable repair invoices to maximise recovery, providing advice and support to applicants and tenants on housing options and advice to current and former tenants in low level arrears.
- You will be responsible for contacting tenants, and potential tenants, to obtain feedback on service satisfaction levels and assist with the management and monitoring of our quality monitoring processes.
- You will ensure that all invoices for utility bills and TV licences for void/re-let properties are investigated and payment arranged if required.
- Along with colleagues, you will be responsible for maintaining a record of all vacant properties and regularly liaise with relevant staff and contractors on maintenance issues relevant to vacant or newly re-let properties, ensuring an effective, efficient allocation and a minimal void period.
- You will provide support to the Housing Officers and Housing Leadership team as required, including carrying out accompanied viewings with prospective tenants either when property is vacant or before previous tenancy ends and support in managing complaints in line with policy and procedures.
- You will be responsible for the development, implementation and updating of a management information system which will integrate with other systems to provide accurate, timely and productive data to help inform the Housing Management Strategy.
- Working closely with colleagues contribute to the planning, managing and forecasting of the budget for the team and strategy.
- Working closely with colleagues, contribute to Housing management risk management

strategies and reporting.

**Additional Responsibilities**

Within organisational policies and delegated authority be responsible for:

- Your team systems, data and processes, including implementing, developing and integrating these and providing training to colleagues as required.
- Assessing and managing risk as it relates to your team objectives.
- Undertaking organisational training as required, including Health and Safety, GDPR compliance and safeguarding etc.
- Contributing to reviews and ensuring compliance with all relevant policies and procedures.
- Providing accurate and timely management information relating to your team's performance and how this contributes to overall business performance.

**Viewpoint's Behaviours – you are expected to live our workplace behaviours:**

- Be a role model for staff and stakeholders, showing energetic, determined, flexibility and positive behaviours that will support our organisational, values, aims and outcomes.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- Support the continuous monitoring of your area of responsibility and identify areas that bring value to tenants as well as improvement and organisational learning.
- Provide additional cover within the team as requested when necessary.

**Viewpoint's Values – you are expected to live our workplace values:**

- Inspire with positive smiles and words.
- Say 'yes I can and I will'.
- Celebrate age, experience and wisdom.
- Do according to our customers' wishes and ambitions.
- Treat people (everyone is a VIP) as we would a "loved one".
- Work hard, have fun and laugh.
- Stay courageous, creative and ahead of the game.
- Work with those that share our values.

**PERSON SPECIFICATION**  
**Housing Advisor**

	Value of Criteria		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
<b>QUALIFICATIONS &amp; EXPERIENCE</b>						
SVQ 2 or equivalent in housing or related area (or ability to work towards)		✓		✓		
A good working knowledge of computer packages		✓	✓	✓		
Evidence of Continuing Professional Development	✓		✓	✓		

Experience of dealing with the public	✓		✓	✓		
At least 1 years' experience in housing management role		✓	✓	✓		
Working practice of current housing legislation		✓	✓	✓		
Experience of working in the not for profit / charity sector		✓	✓	✓		
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>						
Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of stakeholders	✓		✓	✓		
Excellent office/ICT skills	✓		✓	✓	✓	
Strong organisational and administrative skills, ability to prioritise	✓		✓	✓		
Proven problem solving and planning capability with creative skills and the ability to meet deadlines	✓		✓	✓		
Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail	✓		✓	✓		
Ability to network, build relationships and create successful partnership working opportunities	✓		✓	✓		
Ability to deliver excellent levels of customer service at all times	✓		✓	✓		
Demonstrate digital approaches to all areas of your work		✓	✓	✓		
Ability to prepare, manage and monitor budgets		✓				
Ability to build confidence and motivate and improve performance and foster a supportive culture		✓				
Knowledge of working with vulnerable groups		✓				
Knowledge of and ability to seek out new and innovative ways of working which improve services to customers to achieve measurable results and continuous improvement		✓				
Knowledge of GDPR and data protection legislation and guidelines		✓				
<b>VALUES &amp; ATTITUDES</b>						
Ability to demonstrate a commitment to Viewpoint's values and behaviours	✓			✓		
Takes responsibility for professional development and training to support this	✓		✓	✓		
Team player with a positive 'yes I can and I will' attitude	✓			✓		
Proactive and flexible approach	✓			✓		
<b>OTHER CONSIDERATIONS</b>						
Willing to be flexible in working hours.	✓		✓	✓		
Determination and willingness to take on new challenges and responsibilities	✓					
Willing to challenge stereotyping, prejudice, discrimination and bias	✓					