



Application Pack

August 2026

Dear Applicant,

Post of Housing Manager

Please find enclosed the Application Pack for the above post.

The closing date for the return of completed applications and equality monitoring forms is:

12 noon on Friday 18th September 2026

Please complete the application form provided and do not include a C.V.

Interviews will be held starting on 30th September 2026.

If you have any questions or would like further information, please do not hesitate to contact the office.

Contents	Page
Background Information	2
Job Advert	3
Job Description	4
Person Specification	8
Staff Structure	10
Summary of Terms and Conditions	11
Guidance Notes for Applicants	12
How we use your Personal Information	14

Thank you for your interest and we look forward to receiving your application.

Background Information

West Whitlawburn Housing Co-operative (WWHC) was formed in 1989 through large-scale voluntary transfer with the main aim at the time being the rehabilitation of the housing stock and to address the social problems in the area. WWHC is a fully mutual housing co-operative, registered under the Co-operative and Community Benefit Societies Act 2014, a Registered Scottish Charity and a Registered Social Landlord (RSL), registered with the Scottish Housing Regulator. We are VAT registered and our turnover for the year ended 31 March 2026 was £5,856,835.

We own and manage 704 homes in Cambuslang, South Lanarkshire. 432 are multi storey flats (61%), 112 are low-rise flats and we have 160 properties, which are a mix of terraced and semi-detached houses and 16 cottage flats.

All the multi storey and low-rise properties are late 1960s systems build design and have undergone major refurbishment and improvement work over the years.

We have built a solid track record of driving positive change in the community through housing led regeneration and good service provision and we enjoy an excellent reputation.

The Co-operative enjoys a highly committed management committee most of whom are tenants, and prides itself on tenant control with high quality service delivery. Our Rules allow for 15 Management Committee members who are unpaid and give their time and commitment on a voluntary basis. They are supported through training and development to ensure the skills and experience are in place to guide the Co-operative forward.

We employ a dedicated and experienced staff team, 13 of whom provide our 24/7 Concierge Service which has been in place since 1996. This service has been integral in transforming our housing stock into safe and desirable homes for our tenants. Community safety is at the heart of the service providing various community supports such as support for vulnerable tenants, dealing with anti-social behaviour and providing an immediate response to smoke detector activations in the multi storey blocks.

We have worked to invest in our homes over the years but we also place importance on wider community regeneration as we commit to making West Whitlawburn a safe and secure place to live now and in the future.

West Whitlawburn Housing Co-operative has a strong record of accomplishment of successful delivery of services and physical and social improvement projects, which have made a great difference and there, is a real feel of a strong and vibrant community.

Housing Manager – Job Advert

Salary EVH Grade 8 £51,075 to £55,259

West Whitlawburn Housing Co-operative is a Fully Mutual Housing Co-operative operating in Cambuslang, Glasgow with over 700 properties.

We are seeking a Housing Manager to join our team, who is passionate about delivering the highest possible levels of service, local control and accountability. We offer a rewarding work environment where you will have the opportunity to make a real difference to our local community.

You will lead the delivery of all Housing Management services and will drive a performance management culture. You will be an effective member of the Senior Staff Team, working collaboratively with colleagues on all matters of business strategy ensuring WWHC is a customer-focused, ambitious, dynamic and sustainable organisation.

The successful candidate must be able to meet the high expectations of our service users. This post requires someone who is performance driven, has excellent communication skills, a proven record of delivering excellent customer services, strong IT skills and is a confident and effective manager. A flexible and enthusiastic approach is essential along with the ability to manage competing priorities.

This permanent position of 35 hours per week. We offer an excellent benefits package including 40 days' holiday (including public holidays), flexi-time, company sick pay, and a defined contributions pension scheme.

If you feel you have the necessary skills and experience and you would like to work in a forward thinking, well-established organisation then we would like to hear from you.

Please visit our website [here](#) for an application pack.

Please return completed applications to **recruitment@wwhc.org.uk**
Closing date for applications is **12 noon on Friday 18th September 2026**

We plan to hold interviews in week commencing 27th September 2026

West Whitlawburn Housing Co-operative is an Equal Opportunities Employer and we welcome applications from all sectors of the community.

We accept direct applications from candidates only. CVs will not be considered.

Job Description			
Title	Housing Manager	Responsible to	Head of Housing Services
Salary	£51,075 to £55,259 EVH Grade 8 (PA28 - 31)	Responsible for	Housing Management Staff Team
Summary			
The Housing Manager (HM) is responsible for leading the delivery of efficient and professional housing management services. The HM, through hands-on leadership, will ensure excellent service delivery which is responsive to the needs of our tenants and will seek to continuously improve services. The HM will support the Head of Housing Services in the development and co-ordination of all strategies, functions, systems, policies and procedures, targets and budgets within the scope of Housing Management services. The HM is part of the Senior Management Team reporting to the Head of Housing Services/Director and will contribute to the overall leadership and strategic business direction of the Co-operative, leading to the achievement of organisational vision, aims, objectives and performance targets.			
Key Aims			
• Review, develop and oversee high quality internal housing management procedures and work with the team to ensure a culture of continuous improvement. • Maintain a strong technical knowledge of legislation, good practice and regulatory frameworks and apply this knowledge in the provision of services. • Develop and implement effective performance management systems and frameworks to ensure that the Housing Management team excels in its delivery of service. • Actively participating in organisational decision-making processes by assessing risk, budget setting and monitoring, policy developments and building and maintaining partnerships. • Promote a culture of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy. • Seek opportunities to develop the team, the service delivery and the approach used by the Co-operative to deliver an outstanding service to our tenants and residents.			

Operational Responsibilities

The management and delivery of a range of day-to-day housing management functions and associated services including:

- Allocations and void management
- Tenant support and sustainment
- Estate Management and antisocial behaviour
- Housing Advice and Housing options
- Rent collection and arrears control
- Rechargeable repairs
- Tenant participation and consultation
- Associated services such as welfare rights, energy advice, financial inclusion, community engagement etc.
- Liaise with other agencies to develop, implement and monitor nomination agreements, including Section 5 referrals.
- Support staff in dealing with challenging cases including taking the lead role where appropriate.
- Assist or lead investigations including complaints at stage 1 & 2, antisocial behaviour and other topics by writing reports with findings and recommendations.
- Respond to relevant MSP and Elected Member enquiries.
- Contribute to the collection of data and customer feedback ensuring information on our tenants is accurate and updated periodically.

The HM will work closely with the Concierge Manager and Head of Housing Services to support the delivery of high-quality Concierge Services (24/7) ensuring effective liaison and communication between the teams.

Leadership & Management

- Lead the housing management team focusing on providing support, guidance and development to every member of the team.
- Monitor and evaluate staff performance, including assessment against KPI's, identify and report on training requirements and ensure that each member of staff is encouraged to maximise performance
- Where necessary, manage under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures
- Ensure that staff are conversant with WWHC's policies, procedures, IT and service standards and put in place appropriate checks to ensure compliance

- Oversee and where appropriate allocate the work of Housing Management staff members
- Motivate, encourage, manage and equip staff with appropriate support, welfare and resources to carry out their duties to the highest standard
- Develop a culture of continuous improvement and customer focus based on right first time
- Carry out regular one to one discussions and appraisal of housing management staff and support the development, learning and growth of colleagues
- Carry out regular team meetings and training sessions, sourcing external support where required
- Foster a culture of consistency in service delivery, seek out improvements, encourage teamwork, learning from each other, taking ownership, problem solving and innovation.

Strategy, Performance & ICT

- Ensure compliance with legal, regulatory and best practice requirements.
- Provide accurate verifiable and timely reports as required for regulatory and other reporting requirements including internal and external audit and Annual Return on the Charter (ARC).
- Responsible for the production, analysis and reporting of statistics and performance information maintaining the accuracy of data on our IT systems.
- Monitor and report on performance and progress as required to the senior staff team, Director and Management Committee through the Performance, Assurance and Risk Sub Committee.
- Assist with budget and rent setting and tenant consultation, business planning and monitoring of relevant areas, reporting any variance in line with WWHC's procedures.
- Develop and maintain productive partnerships which support our business objectives, the values of WWHC and ensures compliance with statutory, legal and regulatory obligations.
- Act as the lead on relevant internal audits and make any required service enhancements following on from recommendations provided.
- Support the formulation, review and development of strategies, policies and procedures for housing management functions, and ensure that any sub-Committee and Management Committee decisions are implemented effectively

- Be fully conversant with the Co-operative's computerised systems and ensure staff make best use of the system any associated equipment to provide the most effective housing service possible.
- In conjunction with other staff take responsibility to ensure the Housing Management software is utilised to its optimum efficiency and where appropriate train other users.

General Responsibilities

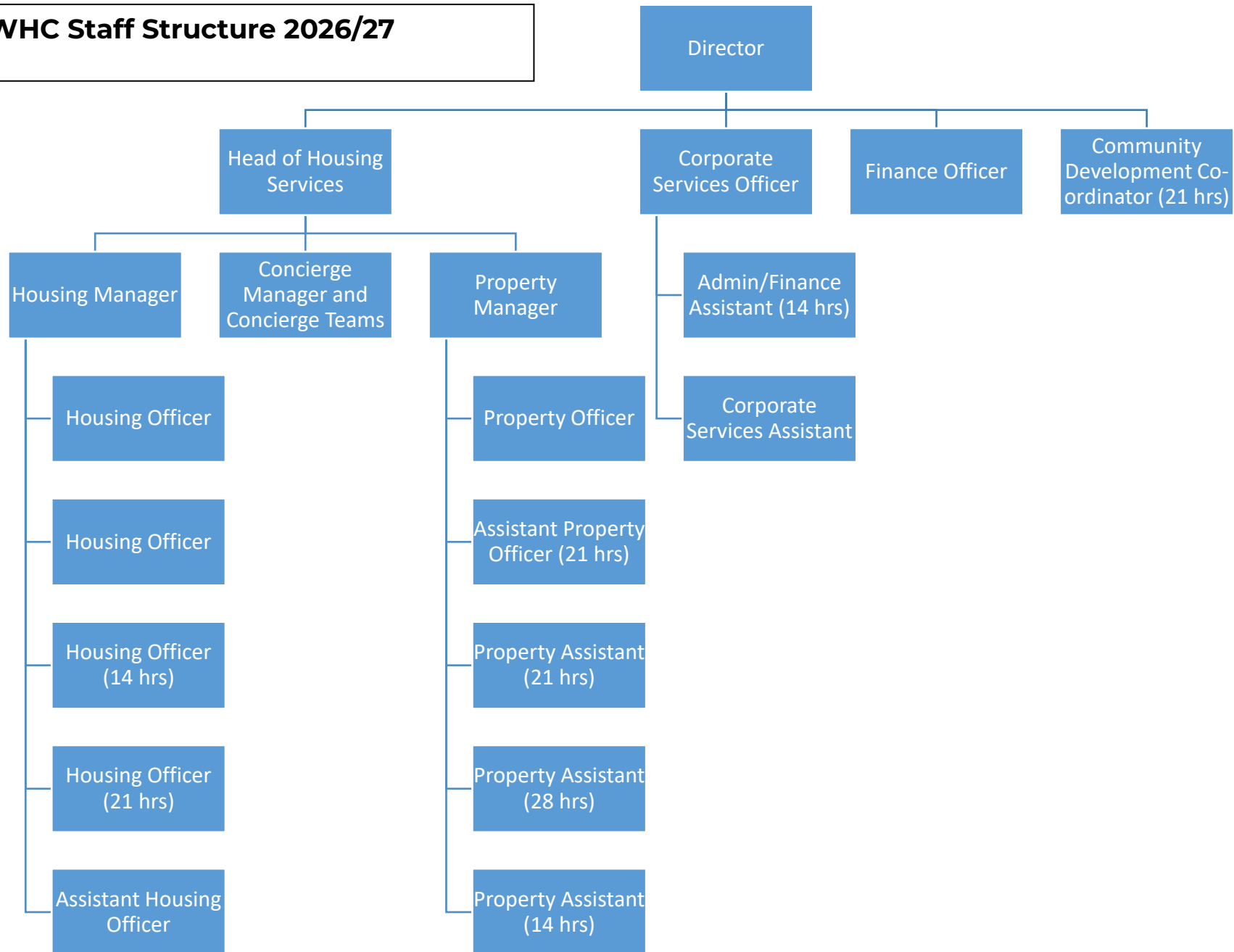
- Comply with the remit and delegated authority of WWHC's Standing Orders, Rules, Policies, Procedures and Financial Regulations.
- Keep up to date on relevant housing, finance, and related legislation and policy at a local and national level.
- Attendance at training events, meetings and external user group meetings as appropriate, some of which will be out with normal working hours.
- Actively promote the Equality and Diversity Policy and practice as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Ensure that all records, manual and computerised, are kept up to date and in accordance with the Co-operative's Privacy Policy and procedures
- Contribute to WWHC's tenant information provision (newsletter, annual report etc.) ensuring relevant sections of the website are informative and up-to-date
- You may be required to carry out additional duties as allocated by the Director or Head of Housing Services commensurate with the post.

Person Specification – Housing Manager

Experience and Qualifications	Essential	Desirable
Minimum 3-years experience working within Registered Social Landlord or housing related organisation	✓	
Educated to degree level in a relevant discipline or qualification in housing (CIH Level 5 or above)	✓	
Member of the Chartered Institute of Housing		✓
Experience of leading and developing a successful high performing team	✓	
Experience in the development, monitoring, review and implementation of policies, procedures and systems	✓	
Experience of reporting and presenting information to a voluntary Committee, colleagues or wider external audience	✓	
Experience of engaging with external stakeholders and building partnerships		✓
Experience of achieving KPI targets and providing a consistently high quality of service and accurate reporting	✓	
Experienced in Tenant Participation		✓
Knowledge	Essential	Desirable
Working knowledge of all aspects of housing management including allocations, antisocial behaviour, estate management, voids, rent arrears, rechargeable repairs, welfare reform, Universal Credit, housing benefit and tenancy sustainment	✓	
Knowledge of developing and implementing tenancy sustainment services		✓
Working knowledge of relevant housing legislation and regulatory requirements relating to housing management	✓	
Proven ICT skills in developing and making best use of housing management systems and knowledge of promoting digital inclusion for tenants	✓	
Understanding of risk management and control and role of audit and regulatory returns within an organisation	✓	
Understanding of the Social Housing Charter, Regulatory Framework, relevant legislation and good practice	✓	
Skills and abilities	Essential	Desirable
Excellent communication skills including report writing, understanding and data presentation with the ability to convey information clearly and concisely to internal and external customers.	✓	

Well-developed interpersonal skills including an empathetic and positive approach when dealing with sensitive and difficult situations	✓	
Effective networking, negotiation and team worker able to develop and maintain good relationships with colleagues and Committee Members	✓	
Proven ability to develop and maintain working relationships with external agencies to achieve sustainable solutions to tenants	✓	
Leadership and management skills, able to supervise and manage team performance, lead, motivate and empower staff	✓	
Ability to demonstrate strategic thinking and planning to drive work forward to deliver successful services, outcomes and continuous improvement of performance	✓	
Excellent interpersonal, team working and customer service skills	✓	
Ability to negotiate and influence others to meet the Co-operative's objectives	✓	
Excellent skills in engaging, motivating and inspiring colleagues to deliver the best possible service	✓	
Ability to innovate and embrace opportunities for change	✓	
Take ownership for self-development and continuous improvement of yourself and team	✓	
Highly proficient IT skills	✓	
Other	Essential	Desirable
Respect for others and commitment to equal opportunities	✓	
Strong commitment to the values of West Whitlawburn Housing Co-operative and the social housing sector, including principles of co-operation, equality and social justice	✓	
Committed to continuous improvement and customer service excellence	✓	
Self-motivated with a positive attitude	✓	
Flexibility in working arrangements and willing to work outside normal working hours when required	✓	
Driving license and access to your own car		✓

WWHC Staff Structure 2026/27



Summary of Principal Terms and Conditions of Employment

West Whitlawburn Housing Co-operative is an EVH (Employers in Voluntary Housing) employer and the terms and conditions for this post are largely in accordance with EVH terms and conditions.

Post:	Housing Manager
Salary Scale:	EVH Grade 8 £51,075 to £55,259 Salary is paid monthly by Bank Transfer
Contract:	Full time, permanent
Hours of Work:	35 hours/week Monday to Friday. The organisation operates a flexitime policy.
Place of Work:	57 Belmont Road, Whitlawburn, Cambuslang, G72 8PG Some remote working may be required.
Annual Leave:	27 days annual leave per year
Public Holidays:	13 days per year
Pension:	The Co-operative is a member of the Scottish Housing Association Pension Scheme (SHAPS) offering Defined Contribution options.

This summary is for general guidance only and will not form part of the contract of employment.

All offers of appointment are subject to receipt of two satisfactory references.

A probation period applies to this post and full terms will be outlined within the contract of employment.

Guidance Notes for Applicants on Filling in the Application Form

Please read these notes carefully

1. The form should be completed in black ink for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. The enclosed Person Specification lists the essential and desirable requirements for this post. When short-listing for interview, the selection panel will only consider the information contained in your application form. You should demonstrate how you meet the 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 requirement; you should demonstrate how you meet it 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 the essential criteria.
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, management committee member, consultants or contractors or suppliers to the Co-operative. 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. WWHC is keen to be an inclusive organisation, so we encourage candidates with disability to contact us if there are adjustments / assistance that we can provide to enable an application.
10. All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974. Positions are subjected to the declaration is being completed. Any information you do disclose will be treated confidentially and only shared with those who need to know.

If you are appointed and it is found you did not disclose previous

conviction(s), which you were legally obliged to disclose, then disciplinary action up to and including dismissal may be taken.

11. Where possible, please email your application as a word document, with confirmation of the application being true and complete stated in the email. Candidates invited for interview will be asked to sign their application at this point.
12. Completed application and equality monitoring forms should be returned to:

recruitment@wwhc.org.uk quoting the job title in the subject line.

The application form must be completed in full.

You will be asked to provide proof of qualifications and professional memberships if you are invited to interview.

All shortlisted applicants will be emailed to invite them to attend for interview. It is important that you check your emails regularly, including your junk/spam folder.