



# Cassiltoun Housing Association Housing Manager Candidate Information Pack

**INVESTORS IN PEOPLE™**  
We invest in people Gold





Thank you for your interest in our vacant position of Housing Manager.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- The Association's staff structure can be viewed on our [website](#).
- The Association's Privacy Notice can be viewed on our [website](#).

**If you wish to join our ambitious team, please complete our application form and submit it along with your CV and covering letter to [recruitment@cassiltoun.org.uk](mailto:recruitment@cassiltoun.org.uk).**

For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

Please note the closing date for applications is **24<sup>th</sup> July 2026 at 2.00 pm**. We will not accept any applications received beyond this time.

**Shortlisting date: 27<sup>th</sup> and 28<sup>th</sup> July 2026**

**Interview Date: 11<sup>th</sup> August 2026**

If you require further information regarding the Association or the position advertised, please do not hesitate in contact me directly.

Thank you.

Paula Brownlie  
**Head of Corporate, HR & Finance**

Telephone: 0141 631 5207

Email: [paula.brownlie@cassiltoun.org.uk](mailto:paula.brownlie@cassiltoun.org.uk)



## 1. **Background**

- 1.1 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure
- 1.2 The Association owns 1,079 tenanted units and factors over 150 owners.
- 1.3 The Association has 2 sub-committees and two subsidiary companies:
  - Audit & Risk
  - Staffing
  - Castlemilk Stables Nursery
  - Cassiltoun Trust
- 1.4 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.5 The Association operates from our offices at the multi-award winning Castlemilk Stables.

## 2. **Staffing**

- 2.1 The Association's current staffing structure involves 32 staff deployed as follows:
  - CEO
  - Senior Management Team –
    - Head of Housing and Communities
    - Head of Corporate, HR & Finance
    - Head of Asset Management
  - Technical Team
  - Housing Services Team
  - Advice Team
  - Finance and Corporate Services Team
  - Community Team



Working at Cassiltoun offers the opportunity to make a lasting impact, influence strategic decision-making, and contribute to an organisation with a strong social purpose, ambitious plans, and a genuine commitment to improving the lives of local people.

|                 |                                             |
|-----------------|---------------------------------------------|
| Housing Manager | CHA Grade 8<br>PA28-31<br>£51,945 - £56,272 |
|-----------------|---------------------------------------------|

We are looking to recruit an experienced, motivated and enthusiastic individual to play a pivotal role in shaping and delivering high quality housing and environmental services.

As an experienced housing professional with strong leadership skills, you will work closely with colleagues across the Association and a wide range of partner organisations and agencies to deliver positive outcomes for tenants and the wider community.

#### Why Join Cassiltoun?

- A chance to lead and develop the housing services team in an organisation with a strong community focus.
- Opportunity to influence both housing and wider regeneration outcomes.
- Collaborative and supportive working environment.
- Strong reputation for innovation, partnership working and tenant engagement.
- The satisfaction of making a tangible difference to the lives of local people every day.

This post is subject to a satisfactory standard Disclosure Scotland check.

**If you want to join our team, please complete our application form and submit it along with your CV and personal statement to [recruitment@cassiltoun.org.uk](mailto:recruitment@cassiltoun.org.uk).** For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

**Closing Date: 24<sup>th</sup> July 2026 at 2.00 pm**  
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Cassiltoun Housing Association is striving towards equal opportunities for all.

## JOB DESCRIPTION

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| <b>Job Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Housing Manager               | <b>Department</b> | Housing Services                            |
| <b>Reporting To</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Head of Housing & Communities | <b>Grade</b>      | Grade 8<br>PA28 – PA31<br>£51,945 - £56,272 |
| <b>Post Number</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                               | <b>Date</b>       | July 2026                                   |
| <b>Job Purpose</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                               |                   |                                             |
| To support the delivery of high-quality housing services, ensuring strong performance, excellent customer experience and effective tenancy sustainment through partnership working.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               |                   |                                             |
| <b>Accountability</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |                   |                                             |
| This post is part of the Housing Services Team and will report to the Head of Housing & Communities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                               |                   |                                             |
| <b>Key Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                               |                   |                                             |
| <p><b><u>Service Delivery</u></b></p> <ul style="list-style-type: none"> <li>• Lead delivery of housing management services, including allocations, income maximisation, arrears recovery, voids, and estate management.</li> <li>• Promote tenancy sustainment through early intervention, support, and partnership working.</li> <li>• Manage anti-social behaviour cases and take legal action where required.</li> <li>• Ensure high standards of customer care, engagement and complaints handling.</li> </ul> <p><b><u>Performance &amp; Compliance</u></b></p> <ul style="list-style-type: none"> <li>• Monitor service performance and ensure delivery against KPIs and targets.</li> <li>• Oversee statutory and regulatory reporting (including ARC).</li> <li>• Ensure compliance with housing legislation, regulatory standards and internal policies.</li> <li>• Support audits and implement service improvements.</li> </ul> <p><b><u>Leadership &amp; Management</u></b></p> <ul style="list-style-type: none"> <li>• Lead, manage and develop the Housing Services team.</li> <li>• Set objectives, manage performance and support staff development.</li> <li>• Foster a culture of continuous improvement and accountability.</li> </ul> <p><b><u>Strategy &amp; Improvement</u></b></p> <ul style="list-style-type: none"> <li>• Contribute to strategy, policy development and service improvement plans.</li> <li>• Drive innovation, efficiency and value for money.</li> <li>• Develop effective partnerships to support service delivery and customer outcomes.</li> </ul> <p><b><u>Financial &amp; Operational Management</u></b></p> <ul style="list-style-type: none"> <li>• Manage budgets and contribute to financial planning.</li> <li>• Oversee housing management systems and data accuracy.</li> <li>• Ensure effective use of ICT to improve service.</li> </ul> |                               |                   |                                             |

## **Governance & Representation**

- Prepare reports for Senior Leadership Team and Board of Management.
- Respond to elected member and stakeholder enquiries.
- Represent the organisation in partnerships, meetings and Court proceedings where required.

## **Value for Money**

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders. Identify efficiencies and communicate them to your line manager.

## **Cassiltoun's Values**

Understand and uphold the Association Values

## **Procurement**

Understand and comply with best practise in procurement of goods and services and adhere to the Association's Procurement policy

## **Other Tasks/Activities**

## **Health & Safety**

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation
- Ensure that all company activities are discharged in a safe manner, minimising risk at all times.

## **Training**

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

## **Equality & Diversity**

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation

## **Sustainability**

- Assist in the Association's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

## **Other**

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate
- To attend meetings out-with normal working hours, as and when required
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's Senior Leadership Team and/or Board of Management
- The duties of the post will be reviewed and modified in line with the exigencies of the service

## **PERSON SPECIFICATION**

| Requirement                                                                  | Value     |           |
|------------------------------------------------------------------------------|-----------|-----------|
|                                                                              | Essential | Desirable |
| <b>Education and Qualifications</b>                                          |           |           |
| Educated to degree level (or equivalent experience) and/or CIH qualification | ✓         |           |
| <b>Skills and Competencies</b>                                               |           |           |
| Proven leadership and performance management skills                          | ✓         |           |
| Excellent communication and stakeholder engagement skills                    | ✓         |           |
| <b>Experience and Knowledge</b>                                              |           |           |
| Significant housing management experience                                    | ✓         |           |
| Strong knowledge of housing legislation and regulation                       | ✓         |           |
| Experience managing income, arrears and tenancy services                     | ✓         |           |
| Experience of staff supervision, support and performance management          | ✓         |           |
| Ability to achieve high performance individually and as a leader             | ✓         |           |
| Strong organisational and time management skills and attention to detail     | ✓         |           |
| Experience with housing management systems (eg Homemaster)                   |           | ✓         |
| Knowledge of procurement and contract management                             |           | ✓         |
| Experience of working with Board of Management or governance structures      |           | ✓         |
| <b>Other Requirements</b>                                                    |           |           |
| Commitment to organisational values, equality and health & safety            | ✓         |           |
| Flexibility to work outwith normal working hours when required               | ✓         |           |
| Ongoing professional development                                             | ✓         |           |



## Housing Manager

### Summary Terms of Conditions

|                        |                                                                                      |
|------------------------|--------------------------------------------------------------------------------------|
| Location               | 59 Machrie Road, Glasgow G45 0AZ                                                     |
| Standard Hours of Work | 35 hours per week, to be worked flexibly in conjunction with the service             |
| Grade & Salary         | CHA Grade 8<br>PA28-31<br>£51,945 - £56,272                                          |
| Payment Method         | Paid on the 28 <sup>th</sup> of each month by the BACS system into your bank account |
| Annual Leave           | 25 days per annum (pro rata)                                                         |
| Public Holidays        | 15 public holidays (pro rata)                                                        |
| Notice Period          | One month written notice by either side                                              |
| Pension                | The Association currently offers a contributory pension scheme                       |