

Housing Officer

Aberdeen
Permanent position – 35 hours per week
£36,589 to £40,655 plus car allowance

Who are we?

Langstane Housing Association is a key provider of social housing in the North-East of Scotland with over 2,800 homes across Aberdeen City, Aberdeenshire and Moray. Our priority is ensuring our tenants live in good quality, safe homes.

This is an exciting time for us as we have recently restructured our team to shape our future and deliver our strategic ambitions. This involves investment in ICT, our people management and our company culture. Are you willing to take on a challenge and join us?

Langstane offers a competitive salary and a wide range of benefits including 37 days annual leave (including public holidays) and generous pension and flexi-time system. You will also have learning and development opportunities available to you.

What is the role?

Working to our Housing Team Leader and working as part of our Housing team, the successful applicant will deliver an efficient and effective housing service including: providing advice and information to tenants, ensuring properties are re-let, minimising periods where homes are empty, and proactively dealing with all aspects of estate management (including investigation and case management of anti-social behaviour complaints). You will have a patch size of between 500 and 600 properties throughout Aberdeen City and Aberdeenshire.

This role requires a full driving licence and an essential car user allowance is payable for use of your own car.

Who are you?

What is it in a candidate that really matters to us? It matters that you have a positive mindset, are great at what you do and that you put in the hard work. Obviously, as we have a passion for making a difference to people's lives, it matters you care as much as we do.

You will have a minimum of 3 years' experience of working in a customer focused, housing related or public sector environment as well as being qualified to HNC level in a related subject or Chartered Institute of Housing Level 3 or equivalent.

You will also have proven ability to communicate effectively with customers and colleagues, both verbally and in writing as well as to prioritise workload and work on own initiative. You will be expected to work to tight deadlines and handle conflicting priorities so need to be

adaptable with an excellent approach to customer care. You should have experience of handling challenging situations in addition to this.

You must have a good working knowledge of MS Office and ideally you will have experience of using the Aereon QL and/or HomeMaster Housing Management system.

So, if you meet the criteria specified in the full role profile available on the website, want a job where no two days are the same, can influence positive change and like to be part of a progressive organisation that cares, we'd love to hear from you.

Applications

Applications can be made by visiting our recruitment portal: <https://langstane-housing-association.jobs.personio.com/>

For any other enquiries, please contact recruitment@langstane-ha.co.uk

Closing date for applications is **Friday, July 11, 2025** and interviews will be held **on Friday, July 18, 2025**.

We will not be working with Recruiters to fill this role.