



Rural Stirling Housing Association

We are recruiting ...

Rural Stirling Housing Association is an ambitious, forward-thinking organisation, committed to providing quality, affordable homes to tenants throughout the north and west rural Stirling Council area, stretching from Tyndrum in the north to Strathblane and Killearn in the west and Doune in the south. A large part of our area of operation falls within the boundary of Loch Lomond & the Trossachs National Park and includes some of the most beautiful areas of Scotland.

We have an exciting opportunity for a **Housing Services Assistant (EVH Grade 4 PA9: PA12 £25,755: £29,124) Permanent** to join our team.

The primary focus of the role will be to deliver exceptional front line housing services to customers, staff and stakeholders as part of the Housing & Property Services team. You will be instinctively customer focussed and have a “find a solution” attitude to ensure a positive customer experience. You will be empowered to deliver a “right first time” service for our customers, achieving creative solutions and outcomes. You will deliver excellent administrative support for colleagues to ensure the delivery of a first-class housing management service. You will directly contribute and have a key frontline role in ensuring the housing service is of the highest quality and enhance the experience for the Association’s customers. You will have a passion for ensuring a task is done right first time and deliver excellent administrative support to the Housing Services Manager and other colleagues within your team.

Our vision is strong and attractive rural communities. Our vision highlights the geographical area in which we operate: we do not serve one local community, but many communities spread throughout a large rural area. Our mission is to provide affordable, high- quality housing and support community aspirations. We have ambitious plans for growth which will deliver 40 new homes over the next two years bringing much needed investment in new homes to our rural communities.

We offer a generous benefits package, including a Group Pension Scheme and Flexible and Hybrid Working. This is an exciting time to be joining our organisation. Ideal candidates will be able to demonstrate experience in similar roles or have transferrable skills that match the Job Profile and Person Specifications. Above all you will share our vision and values and be passionate about protecting and investing in our existing homes, building new affordable homes to grow and help sustain our communities and putting the customer at the heart of everything that we do.

Please note that all posts are subject to a satisfactory Basic Disclosure Check from Disclosure Scotland.

If you feel that you have the skills and experience required and would like to join a well-established organisation that values and puts our people first, we would like to hear from you.

Equalities & Diversity Statement

We will not directly or indirectly discriminate against any person or group of people because of their race, religion or belief, gender, disability, age, sexual orientation, or any other grounds. Our commitment to equality and fairness will apply irrespective of factors such as age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

Key Dates

- Closing date for receipt of applications is **5pm on 18 June 2025**
- Interviews for the post will take place on **26 June 2025**

All applicants will be required to complete an application form to standardise the shortlisting and interview process. Please note that CVs will not be accepted.

Contact for an informal chat:

Craig Wood, Director of Housing and Property Services at craig@rsha.org.uk for an informal chat about this opportunity.

Recruitment Pack

To apply please visit our website: www.rsha.org.uk/opportunities-to-work-with-us

Please return all completed applications to: recruitment@rsha.org.uk

Or by post to :

Private and Confidential

HR

Rural Stirling Housing Association Ltd

Stirling Road

Doone

FK16 6AA

STRICTLY NO AGENCIES PLEASE.