

Recruitment pack

Housing Services Assistant



Learn more and watch some amazing films at key.org.uk/careers



“ Helping individuals to live as full a life as possible, and knowing I can make a difference to that person’s life for the better ”

Welcome

Thank you for taking the time to explore this exciting opportunity within Key.

This is a truly amazing role, and you will join a team that provide individual solutions to our tenants.

The role of Housing Services Assistant will focus on providing good quality administrative assistance and support within the Housing Services section

If you're ready for an amazing challenge, then we would love to hear from you!

If you would like to find out more, please contact, Emma Hughes, Maintenance Admin Team Manager on Emma.Hughes@key.org.uk





Introducing Key

At Key, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable each person to lead full, active lives in their own homes and communities.

The people we support have significantly varying life experiences and needs and range from young people still at school through to people in their 90s. Key is also a specialist Registered Social Landlord (RSL) providing over 700 homes specially designed for disabled people and those with long term support needs.

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities.

Participation & TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones. We hold true to these original values today.

The inclusion of people we support is fundamental and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

For more information on TAG:

[The Advisory Group - Welcome To TAG](#)

Introducing Key



We employ over 2,200 staff (with a relief register of another 700 workers) across Scotland, the majority of whom are directly involved in either providing, organising, or managing support.



2000
disabled people supported



17
Local authorities



700 + homes



2,900 + staff



700 +
people on staff relief register



65,000 +
support hours every week



700 +
people supported with
personal budgets



71%
of our workforce are female



Our staff range from **16 - 78 years old**



10%
of our staff have more than 20 years' service



34% joined us in the last 5 years



The youngest person we support
is still at school



92
is the age of the oldest person we support



The hours of support we provide ranges from
0.5 - 273 hours per week



Support is delivered by
small, dedicated teams



Culture is important to us, we're here for the people we support
tenants, and their families and friends, as well as each other

About the role

We are a Registered Social Landlord providing housing to adults and young people who have disabilities and long-term needs.

We have houses across Scotland, as far north as Thurso and south to Stranraer. In total we have 850 tenancies across 15 local authority areas. We support our tenants for these properties from our main office in Glasgow.

As we have a small housing stock, we may use other sources to help people find their ideal home. We currently lease over 100 properties from other Housing Associations and private landlords to help suit the individual needs of our tenants.

We are excited to be recruiting a Housing Services Assistant, which plays an important part in providing specialist administrative services within our Housing Services department.

We are seeking a highly motivated, confident, and enthusiastic individual for this role. Now is an exciting time to be part of our tenants' lives, and to join our team, so we really want to hear from you!



Job description

Overall Aim of Post

This post holder will be part of a team which has the responsibility for ensuring a high quality, customer focused, effective, Housing service to our tenants and stakeholders, including support staff.

The post holder will work together with the team members to meet individual, team, and organisational objectives.

The Housing Services Assistant will provide a specialist administrative support in line with legal and regulatory requirements.

Specific Duties

To provide specialist administrative support to the Tenancy Services team.

To assist with rent accounting administration and to take responsibility for accurate and timely posting of rent

To ensure accurate processing and payment of invoices specific to tenancy services including stair cleaning, furnishings, landlord utilities

To provide person centred housing and pre tenancy advice

To ensure that customer enquiries are dealt with promptly and courteously

To use the electronic housing management system to effectively record all contact with customers

To provide assistance to housing officers both in office and on site, including visits, sign ups and estate management inspections

Responsible for the administration of rechargeable repairs, furnished tenancies and TV license applications

To assist with the accurate record keeping in relation to void properties.

To assist with tenant engagement activities including surveys, meetings and newsletters where required

Ensure good housekeeping of all tenant files

To work in accordance with Key's Housing Services policies and procedures

To ensure compliance on all Health and Safety related matters

Comply with the requirements of GDPR

Any other relevant duties across Housing Services as required.

Contribute to continuous improvement processes

Person specification

Essential Criteria

- HNC Housing or equivalent qualification/experience
- Experience of a customer focused environment
- Experience of administration, processing and record keeping
- Proficient user of Microsoft Office packages
- Experience/interest in the use of graphic packages for internal publications
- Excellent attention to detail and accuracy

- Problem Solving Skills
- Organised and a flexible approach to work
- Effective and efficient working with colleagues, suppliers and external/internal partners
- Solution Focused

Desirable Criteria

- Experience of working with the public in a social housing/housing related environment



What you'll receive

- Flexible working arrangements - 35 hours per week
- Annual salary £27,464 to £32,208 (Pay Award Pending)
- 33 days annual leave + 5 public holidays
- Defined pension contributions
- Occupational Sick Pay
- Family Friendly policies from day one
- Supportive working environment
- Credit Union Membership
- Free access to occupational health support
- Employee Assistance Programme offering free confidential counselling, advice and support on a wide range of issues
- Access to the **HSF Health Plan** which offers a range of **Health Cash Plans** that can help you and your family manage everyday healthcare costs not fully covered by the NHS.
- Cycle to Work Scheme
- Access to Costco Membership
- Access to Blue Light Card/Blue Light Ticket registration which offer a range of discounts and savings
- Concerts for Carers registration

What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation

95%
of staff survey
respondents
said they
were proud to
work for us

“Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“Feeling that I am valued and able to make a difference in people's lives.”

“Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”.



How to apply

If you think this is the job for you, and you've got the knowledge, skills and passion we are looking for then please [Click here to apply](#).

Initially, you will be asked a couple of questions about your previous experience and there will be an option for you to upload your CV. If you meet our essential criteria, you will be asked to complete an application form to progress to the shortlisting stage.

We've tried to make the application form as straightforward as possible. It will take about 20 minutes to complete, and we encourage you to give us as much information as possible and answer all questions fully.

The closing date for submitting fully completed application forms is **Monday 29th June 2026**. If you need any help submitting your application, please email careers@key.org.uk or call us on **0141 342 1890**.





What to expect at an interview

When we invite people to an interview we want it to be a relaxed experience. We want to get to know you as a person and find out why you're interested in the position with Key.

You can expect to meet our Housing Services Manager and our Maintenance Admin Team Manager. They'll each ask you some questions about you, your experience and of course explain more about the role.

Interviews will take place in person at our office in Glasgow City Centre at a date TBC.

