

BACKGROUND INFORMATION INCOME MAXIMISATION (RENT) OFFICER

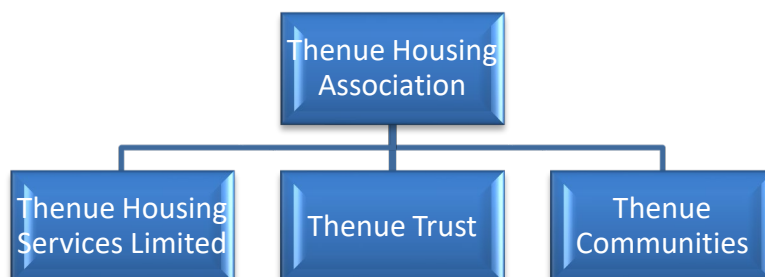
Our Story

Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base of 3,000 properties; we own 21 supported housing properties, have around 45 sharing owners and offer a factoring service to over 800 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s 'interwar' flats. They are spread across several locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

All our staff are based in the registered office at 423 London Road. We have two Community Centres (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ over 75 members of staff and have Group turnover of over £20.3 million.

Thenue Housing operates a group structure:

- **Thenue Housing Association Limited:** owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.
- **Thenue Housing Services Limited:** a wholly owned subsidiary company through which non-charitable consultancy work other housing related activities are channelled.
- **Thenue Trust:** aims to attract charitable resources for the communities where we work.
- **Thenue Communities:** a charitable subsidiary company that manages our local community centres providing facilities for learning, training, play or social events.



BACKGROUND TO INCOME MAXIMISATION (RENT) OFFICER

INCOME MAXIMISATION TEAM, COMMUNITY HOUSING SERVICES DEPARTMENT

We are seeking a highly skilled, enthusiastic and motivated individual who will deliver our Income Maximisation function for Thenue Housing Association Ltd.

The Income Maximisation Officer role is a permanent, full-time post. The post is based within the Income Maximisation Team currently consisting of 5 Income Maximisation Officers, 2 Income Maximisation Assistants, 2 Financial Inclusion Officers, 1 Trainee Financial Inclusion Assistant (temporary funded role) 1 Senior Income Maximisation Officer and 1 Income Maximisation Manager.

The Income Maximisation Officer will play a key role in the delivery of Thenue's Income Maximisation services.

The post is 35 hours per week Monday to Friday. We currently operate a Hybrid and Flexible First Working Policy.

The post has responsibility for delivering an effective specialised Income Maximisation function which is responsive to the needs of the Association's staff, Board and customers. You will be responsible to maximise rental income and minimise arrears by supporting tenants to pay their rent but also taking debt recovery action where necessary.

You will have direct and relevant experience in Income Maximisation, work well as part of a team and be prepared to go the extra mile for our customers. You should have an excellent track record of significantly reducing rent arrears or maintaining them at a low level. Excellent working knowledge of Housing Benefit and Universal Credit is essential. You must also be able to evidence significant experience of pursuing recovery action through court processes.

Educated to a higher standard is required and a relevant professional qualification is desirable.

As a member of our team, you will embrace our organisation's culture and values, ensuring they are visible, embedded, and upheld. We aim to be the best we can be.

SALARY AND CONDITIONS

Thenue Housing Association Ltd offers an attractive employee benefits package in accordance with EVH terms and conditions including:

Salary

The pay band range for the Income Maximisation Officer is EVH Grade 7, PA22 – PA25 (£42,707-£46,895) per annum.

Duration

The Income Maximisation Officer post is being offered as a permanent contract for 35 hours per week. An initial probation period will be applied to the post.

Checks

A basic Disclosure Scotland and/or DVLA licence check is required for this post. A full, current driving licence is desirable but not essential.

Holidays

Annual leave entitlement is 25 days plus 15 public holidays per annum, in line with our EVH Statement of Terms and Conditions of Employment. There are an additional 4 days leave through our Hybrid and Flexible First Policy.

Work/Life Balance

Thenue promotes a work/life balance in relation to working hours. Our standard working week is 35 hours Monday to Friday. We operate a hybrid model of working where some days can be worked from home, others in the office, dependent on the needs of our business and in accordance with our Team Charters. We also operate a Flexible First approach which allows some degree of flexibility in terms of working hours.

Pensions Scheme

Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS). Life cover is paid by the association in addition to the main pension contribution. Automatic enrolment into the pension scheme we provide is necessary, however, you may opt out if you wish. If you do, we are required to enrol you again every three years. Additional voluntary contributions can be made and a salary sacrifice/exchange scheme operates.

Westfield Healthcare

Thenue has recently introduced provision of healthcare, however you may opt out if you wish.

Payment of Professional Fees

The Association will re-imburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.

Prescribed Spectacles

Thenue will contribute £120.88 as of 01 April 2026 towards the cost of prescribed spectacles.

Cycle to Work

Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

THE RECRUITMENT PROCESS

Thank you for taking an interest in Thenue Housing. We hope that a combination of this introduction and the various attachments should help you to learn more about us, the post open for recruitment and encourage you to take the next step!

The information that you supply in your application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration. CVs will not be considered.

When submitting your completed application form, please email to recruitment@thenuehousing.co.uk. Please include the job title in your subject line.

Complete your Equalities Data Collection Form – [click to view](#)

Identification, work eligibility, proof of qualifications, Disclosure Scotland and references will be requested only if you are offered the position. The offer will be subject to satisfactory checks.

Please do not include copies of your qualifications or references with your initial application.

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

The enclosed person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will not make any assumptions about the nature of your experience, skills and knowledge. It is therefore important that you provide detail of your skills and abilities within the application form.

You should consider the relevance of the information supplied in your application form, with that contained in the person specification and job description. Stating that you meet the criteria in the person specification alone does not demonstrate this to the interview panel. You should provide examples and evidence demonstrating your skills and experience.

If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification as well as your commitment to the values of Thenue.

Please note if you are not asked to interview we are unable to provide feedback to those candidates that have not been invited to interview.

Thenue Housing Association is an equal opportunities employer and is committed to diversity in employment. If you are interested in the post and wish an informal discussion with us then you may contact Pamela McLevy, Income Maximisation Manager on 0141 550 9510.

Please note that the closing date for receipt of your application is at midnight on Sunday 7th June 2026. Interviews will be held on Tuesday 16th June 2026, in Thenue's office at 423 London Road.

Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.



JOB DESCRIPTION

JOB TITLE:	Income Maximisation Officer
TEAM:	Income Maximisation Team
DEPARTMENT:	Community Housing Services
GRADE:	EVH Grade 7 PA22 – PA25 (£42,707 - £46,895) per annum
RESPONSIBLE TO:	Income Maximisation Manager
STAFF RESPONSIBILITY:	None

JOB OUTLINE

1. To be responsible for maximising rental income and minimising arrears across a group of tenancies.
2. To ensure that housing debt owed to the Association by customers is recovered effectively and sensitively.
3. To assist in achieving Thenue's organisational objectives.
4. To deliver excellent customer services.

RESPONSIBILITIES IN DETAIL

1. Income Maximisation Services

- 1.1 Proactively monitor and take appropriate action on rent accounts.
- 1.2 Liaise with the Income Maximisation Manager and Association Solicitor regarding court instructions after exhausting all other routes for payment recovery.
- 1.3 Work closely with our Financial Inclusion Staff to maximise our rental income.
- 1.4 Maintain close and effective working relationships with statutory and other agencies affecting Housing Benefit/Universal Credit and other rental income.
- 1.5 Set up arrangements, direct debits and other payment methods with customers.
- 1.6 Deliver services and undertake duties according to all income maximisation and other relevant procedures.
- 1.7 Deliver services and undertake duties according to all relevant policies.
- 1.8 Contribute to achieving and maintaining a high performing Income Maximisation Team.
- 1.9 Assist the Income Maximisation Manager to review and implement policy and procedures to ensure continuous improvement in the delivery of Income Maximisation.

2. Approach to Tasks & Activities

- 2.1 Put the customer first and aim to “go the extra mile”.
- 2.2 Prioritise your own workloads, time and resources to agreed deadlines and budgets.
- 2.3 Be flexible and adaptable and be able to work under pressure.
- 2.4 Demonstrate energy and commitment.
- 2.5 Display excellent communication skills.
- 2.6 Effectively use relevant software for tasks.
- 2.7 Look for solutions, not just problems.
- 2.8 Be flexible in approach to working hours.
- 2.9 Be able to cope calmly with competing demands.
- 2.10 Constructively liaise with other sections and departments.

3. General Duties

- 3.1 Provide relevant cover for the duties of the Income Maximisation Assistant and other staff including those in the Housing Management Team during leave.
- 3.2 Any other duties, which may be required from time to time in line with the needs and objectives of the association.

Michael Byrne
Director of Community Housing Services
May 2026

PERSON SPECIFICATION
INCOME MAXIMISATION OFFICER

		Essential	Desirable
Education	Educated to a minimum of National 5 Maths and English or equivalent.	✓	
	Housing qualification, degree.		✓
Skills and Knowledge	Excellent knowledge of Universal Credit / Housing Benefit system and track record of maximising rental income through housing related benefits.	✓	
	Working knowledge and track record of identifying tenants who require assistance with Universal Credit claims and DWP online systems	✓	
	Good working knowledge of Microsoft Word and Excel.	✓	
Experience	Excellent communication and customer service skills as well as the ability to manage your own workload whilst coping with changing circumstances and demands.	✓	
	Excellent track record of significantly reducing rent arrears or maintaining them at a low level for a significant period of time.	✓	
	Experience of pursuing recovery action through court processes.	✓	
	Significant experience of negotiation skills in setting up realistic and affordable payment plans with individuals in arrears.	✓	
	Experience of using rent arrears management software	✓	
	Experience of working in a Housing Association.		✓
	Experience of using Homemaster		✓
Personal Attributes	Excellent customer service skills.	✓	
	Ability to be supportive but also firm as necessary with customers in arrears.	✓	
	Ability to manage a diverse and heavy workload.	✓	
	Displays a flexible attitude to tasks.	✓	
	Someone who looks for solutions not just problems.	✓	
	An effective team player who can cope with changing circumstances and demands.	✓	
	Willingness to work flexible hours to meet organisational needs and targets	✓	
	Full Driving Licence.		✓

THENUE HOUSING ASSOCIATION LTD

Employee Privacy Notice

Thenue Housing Association Ltd is a Scottish Charity (Scottish Charity Number SC032782), a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S)) and having our Registered Office at 423 London Road, Glasgow, G40 1AG. We take the issue of security and data protection very seriously including compliance with the UK General Data Protection Regulation (UK GDPR), the UK Data Protection Act 2018, the Data (Use and Access) Act 2024 and the Privacy and Electronic Communications Regulations, together with any domestic laws subsequently enacted.

As an employer, Thenue Housing Association Ltd is a data controller and collects and processes personal data and special category personal data relating its employees to manage the employment relationship it has with you as an employee and after you cease being an employee. We want to be transparent about how we collect and use your data and to meet our data protection obligations.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

We are notified as a Data Controller with the Office of the Information Commission under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Co-ordinator is the People and Culture Manager, any questions relating to this notice, and our privacy practices, should be raised with them.

Our Data Protection Officer is RGDP LLP who can be contacted at info@rgdp.co.uk.

What personal information we collect and why is it processed?

We collect and process a range of information containing personal data about you. The table below details the personal data collected, the purpose for this and the legal basis for processing:

Personal Information	Purpose	Our legal basis
Basic personal information and contact details including: <ul style="list-style-type: none">• Name• Address• date of birth• telephone number• emergency contact details	To maintain accurate employee records and contact details. To be able to contact someone in the event of an emergency.	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation .

Personal Information	Purpose	Our legal basis
	To allow contract, HR and business administration and defence against potential legal claims.	Necessary for our legitimate interests.
Recruitment records including: <ul style="list-style-type: none"> • CVs, interview notes and assessments • proof of right to work in UK (such as passports and visas) • evidence of education and qualifications • References • Employment Contract • Induction records 	To make a decision about your suitability for the role you applied for. To comply with legislative and regulatory requirements To allow contract, HR and business administration and defence against potential legal claims.	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation. Necessary for our legitimate interests.
Payroll Information including: <ul style="list-style-type: none"> • pay and benefits entitlements • bank details • national insurance number 	To pay employees and make appropriate tax payments and keep appropriate records. To allow HR and payroll and benefit administration and defence against potential legal claims.	Necessary for the performance of a contract with you Necessary for compliance with a legal obligation
Work schedule and Leave including: <ul style="list-style-type: none"> • days of work • working hours • attendance • leave taken • leave requests • leave authorisation 	To pay employees correctly To comply with legal requirements regarding working time To allow resource planning To manage statutory and non-statutory holiday and leave.	Necessary for the performance of a contract Necessary for compliance with a legal obligation. Necessary for our legitimate interests
Pension records including: <ul style="list-style-type: none"> • name • marital status • address 	To make appropriate pension payments.	Necessary for the performance of a contract

Personal Information	Purpose	Our legal basis
<ul style="list-style-type: none"> • DOB • Salary • Pension age • Beneficiaries 	<p>To comply with Legislative and regulatory requirements</p> <p>To allow pension administration and defence against potential legal claims.</p> <p>To allow auditing and reporting of Pension schemes</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Performance records including:</p> <ul style="list-style-type: none"> • appraisal documents • probation and performance reviews • performance improvement plans • records of capability meetings and related correspondence/ warnings 	<p>To maintain a record of the operation of performance improvement processes.</p> <p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Disciplinary and grievance records including:</p> <ul style="list-style-type: none"> • records of investigations • witness statements • notes of disciplinary or grievance meetings • correspondence with employees • relevant warnings 	<p>To maintain a record of the operation of disciplinary and grievance procedures and their outcome.</p> <p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Absence records including:</p> <ul style="list-style-type: none"> • details of absence taken • reasons for absences • records of absence management discussions such as Return to Work Interviews • correspondence with employees 	<p>To maintain records of the implementation of absence procedures</p> <p>To ensure that employees receive statutory and contractual sick pay or other pay entitlements and benefits</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>

Personal Information	Purpose	Our legal basis
	<p>To meet health and safety obligations and comply with the requirement to make reasonable adjustments</p> <p>To allow HR administration and defence against potential legal claims.</p>	
CCTV Images	<p>To maintain security of office premises</p> <p>To provide a safe working environment for employees</p> <p>To comply with legislative and regulatory requirements</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Information about Employee use of business equipment including:</p> <ul style="list-style-type: none"> • access to computers • desk telephones • mobile phones • software and applications • Internet usage • Emails • Social media 	<p>To maintain the operation, security and integrity of business communications systems</p> <p>To provide IT and communications systems support</p> <p>To preventing excessive personal use</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
Photos and Videos	To promote the business of Thenu Housing Association Ltd	Necessary for our legitimate interests

Special category personal information	Purpose for processing	Our legal basis for processing	Special category legal basis
Family leave including maternity, paternity, adoption and shared parental leave, parental	To maintain a record of leave	Necessary for the performance of a contract	Necessary for the purposes of carrying out the obligations and

<p>leave and time off for dependents (which could include information about Employee health and sexual orientation).</p>	<p>To ensure that employees receive statutory and contractual pay entitlements</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>	<p>exercising specific rights of the controller or of the data subject in the field of employment.</p>
<p>Occupational Health records including:</p> <ul style="list-style-type: none"> • medical records • health monitoring information • referrals for treatment such as counselling • reports and correspondence with external practitioners or GP's. 	<p>To assess suitability for work</p> <p>To meet Health & Safety obligations</p> <p>To comply with the requirements to provide reasonable adjustments</p>	<p>Necessary for compliance with a legal obligation.</p> <p>Necessary for our legitimate interests</p>	<p>Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment.</p> <p>Necessary for the purposes of preventative medicine or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health care systems.</p>
<p>Criminal convictions checks</p>	<p>To assess your suitability to work with us.</p>	<p>Necessary for compliance with a legal obligation.</p>	<p>Necessary for the purposes of carrying out the</p>

		Necessary for our legitimate interests	obligations and exercising specific rights of the controller or of the data subject in the field of employment.
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We will collect this information in a variety of ways including directly from you, and from third parties as outlined below:

- Recruitment Agencies
- Former employers or other referees
- Occupational Health providers
- Banks
- Department of Work and Pensions
- Trade Unions
- Disclosure Scotland
- Professional bodies
- Training bodies
- Debt agencies
- Line managers and colleagues

Who do we share your information with?

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to you;
- If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.

We may share your data to the extent that we are required to do so by law for the below purposes:

- to complete a regulatory return in relation to the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory bodies involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling

We may share your data with third parties, including third party service providers that process data on our behalf, in connection with payroll; the provision of employee benefits; the provision of occupational health services and IT services.

In relation to our third-party service providers, we have in place a written contract which only permits them to process your data for specified purposes and in accordance with our instructions. All their employees must be subject to a duty of confidentiality. The contract also requires third party service providers to take appropriate security measures in relation to your personal data which are in line with our policies. They are also not allowed to use your personal data for their own purposes.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV and audio recordings)
- Where there is a recognised legitimate interest, as defined under the Data (Use and Access) Act 2025 and by the relevant Secretary of State
- vital interests
- the performance of a task carried out in the public interest and/or with official authority
- legal obligation

How do we secure your personal data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

In addition, we limit the access that individuals have to your personal data to those who have a business need to know.

Your information will only be stored within the UK and EEA (European Economic Area).

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

How long will we keep your personal data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.

Your Rights

You have several rights in relation to your personal data. These are listed below. A fee will not generally be charged for exercising any of these rights unless your requests are manifestly excessive.

- the right to be informed: covered by this privacy notice
- the right to access: to request a copy of your personal information and to check that we are holding and using it in accordance with legal requirements
- the right to rectification: correction of any incomplete or inaccurate personal information that we hold and use about you, there may be instances where it is not appropriate to rectify information, for example, if something was done incorrectly but identified and the correct cause of action taken, the record would show the full picture so would be accurate
- the right to object to processing: you can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party), including the right to object to direct marketing
- rights in relation to automated decision making and profiling
- the right to be forgotten: to request deletion of your personal information where there is no good reason for us continuing to hold and use it if there is a legal obligation to keep the information then this does not apply, for example, where there is a contractual obligation to keep the information
- the right to data portability: to request the transfer of your personal information to another organisation, where you have provided the information to us electronically
- the rights to restrict processing: to temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it, this is not an absolute right and only applies in certain circumstances, for example, where the processing is unlawful or we no longer need the data for the purpose of the processing

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Data protection Co-ordinator.

You should note that not all rights under the UK GDPR and Data Protection Act 2018 are absolute and are subject to qualification.

Queries and Complaints

If you are not satisfied with our handling of your request or have any other data protection related issue, in the first instance, you have the right to contact us with your complaint so that we can investigate, any complaints should be marked 'GDPR Complaint' and should be sent to the DPC.

If you still remain unsatisfied after your complain has been processed by us, you can complain to the Information Commission. Contact details are available at <https://ico.org.uk/make-a-complaint/>

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

What if you do not provide personal data?

You have some obligations under your employment contract to provide us with information. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith which you have as an employee. You may also have to provide us with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the information to us may mean that you are unable to exercise these statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable us to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Changes to this Privacy Notice

Thenue Housing Association reserves the right to update this privacy notice at any time and will provide you with a new notice when making any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.