

Recruitment Pack

Specialist Housing officer

Thank you for your interest in the role of Specialist Housing Officer. We're delighted that you are considering joining us. This is an exciting opportunity to play a key role in supporting our residents and helping to create safe, thriving, and sustainable neighbourhoods.

As a Specialist Housing Officer, you will be at the heart of our community work building strong relationships with residents, resolving issues promptly, and ensuring our estates are well-managed and welcoming places to live.

You will work closely with colleagues across Housing, Repairs, and other teams to deliver an excellent customer experience. The role is ideal for someone who enjoys engaging with people, takes pride in solving problems, and has a genuine passion for improving communities.

This role will suit you if you bring strong interpersonal and communication skills, can build trust with residents and partners, and take pride in staying organised while managing competing priorities. You'll use your initiative and sound judgement to find practical, customer-focused solutions, keeping residents' wellbeing at the heart of every decision. You should enjoy the challenge and feel motivated by delivering high-quality housing services that improve lives. Above all, your approach should reflect ISHA's values.

At ISHA, we want our values to guide everything we do. We want our workplace to reflect these values and to be a space where colleagues feel safe, supported, and empowered to do their best work. The successful candidate will be key to making this happen.

If this sounds like the job for you, please respond by answering these questions and submit it alongside your CV:

- (a) After reading the job description and person spec, describe how you will be motivated to deliver, and how your experience matches the skills and requirements of the role?
- (b) About one challenge that you've had managing the safety of the tenants or dealing with their tenancy issues within a supported environment, how you managed it, and what did you learn?
- (c) What you love most about working in Tenancy Services.
- (d) When completing multiple tasks with competing deadlines, how do you prioritise?
- (e) Anything else you want us to know about you.

Maximum of 250 words per question, please.

Unfortunately, we cannot consider any applications that do not answer these questions.

Best wishes

Sharon

Housing Manager

About us:

At ISHA, community and neighbourhood mean everything to us, and our roots run deep in the areas of North London that we serve. Founded over 90 years ago, we provide around 2,500 homes for over 5,000 people across Islington, Hackney and Waltham Forest. We are proud to remain a community-based housing association with a strong social purpose and an ambitious future.

Our vision is to provide high quality homes and services and contribute to thriving communities. We are ambitious about the future while remaining grounded in our communities and values.

Our values:

We strive to be a values-led organisation with our values being at the heart of who we are and what we do, including how we approach and deliver our work with residents and each other. They inspire our thinking and help guide our actions. We have new values and behaviours about to launch at ISHA (June 2026) alongside our new five-year corporate strategy, which you will be instrumental in helping us deliver.

We offer a wide range of housing choices: social rented, shared ownership, intermediate rent, market rent, supported housing, and options for the elderly. We also provide homes and support for the Vietnamese, South-East Asian and wider communities. We are committed to ensuring equality, diversity, and inclusion of all communities in our approach to services and the way we work.

ISHA is smaller and more local than many other housing associations operating in London. The roots of ISHA go back to 1933 when we were involved with tackling slum clearance, poverty, overcrowding, ill-health, and high rents. Today we employ close to 80 staff and have over 2,500 homes.

We are proud to be a London Living Wage employer, and no employee will earn below that level. It is calculated independently to reflect the high cost of living in the capital, giving a worker in London and their family enough to afford the essentials and to save.

We are a diverse organisation with opportunities across a wide range of roles and professions, and we welcome talent from different backgrounds.

We provide safe spaces for staff to speak out and have a plan to make us proudly anti-racist. This work has led to co-creating a diversity and inclusion strategy, and we have an internal staff-led Council, who hold regular surgeries for staff to share their concerns in a safe space.

We work in close co-operation with our local authorities, the social housing regulator Homes England, the Greater London Authority (GLA) and other local housing associations, including Black and Minority Ethnic, special needs Housing Associations and co-operatives. Investment in development is provided through our own borrowing, the GLA and through local authorities. ISHA leads the North River Alliance (NRA), which is a consortium of North and East London community-based housing associations.

We have a G1 Governance rating and V2 Financial Viability rating.

[Equality, Diversity, and Inclusion statement](#)

We expect all ISHA's staff, residents, and stakeholders to be treated equitably and with respect in their dealings with us.

We will be inclusive and reflect the rich and diverse communities we exist to serve.

We will work to earn the trust and confidence of staff, residents, and stakeholders that they can expect - from us and our contractors - respect, fairness, and equitable treatment.

ISHA has co-created an equality, diversity, and inclusion strategy for 2023-25 (running concurrent to the current strategic plan) and works within the framework of this as well as all current legislation and codes of practice.

Employee benefits

Contractual

29 days annual leave (plus bank holidays) rising to 31 days after five years' service (pro-rata for part-timers). There are three compulsory office closure days between Christmas and New Year, which need to be taken from an employee's annual leave entitlement.

Non-contractual

Pension: Defined Contribution as a salary sacrifice. Starting at employer (ER) contribution of 6% and 2% employee (EE), or match funded up to a maximum of 10% from ER and EE.

Emergency leave: Up to five days per annum for unexpected emergencies. Day one is paid on five occasions to allow employees time to make alternative arrangements.

Financial services: We joined the London Credit Union that provides employees with fair, ethical, and affordable financial services. You can also access the home contents insurance negotiated for our residents.

Working flexibly: Up to three days working from home per week, if your role allows and with prior managerial approval. With monthly designated 'all in' days.

Employee Assistance Programme (EAP), offering emotional and practical support, advice for legal or financial matters, a manager support line and access to online self-help resources that can help you stay focused and protect your mental health and wellbeing.

Support for continuous professional development: Everyone has a Personal Development Plan, and we offer opportunities to take qualifications, contributing partial funding and study leave. We also offer study loans repayable over 10 months.

Management Academy for managers: Ongoing professional development for all managers that supports ISHA to set minimum standards and helps us meet best practice as line managers. We are members of the Institute of Customer Service and other relevant bodies with access to training through them. We also support all colleagues by paying for one **relevant professional subscription** (with approval).

Social opportunities: as a small organisation we meet regularly as a whole team, celebrate successes and share experiences.

Staff awards: Quarterly awards where colleagues nominate one another to express gratitude for

great work. There are gift voucher prizes for individuals and a team award.

Health and wellbeing: a health cash plan to reclaim a percentage of the costs for a variety of health services, virtual GP appointments, second opinion diagnosis, online physio, shopping, and gym membership discounts. We also offer eye care vouchers, cycle to work scheme, Interest Free Season Ticket Loan (these are all available post probation).

[Access to our office - 102 Blackstock Road, London, N4 2DR \(map below\)](#)

Parking: There is very limited parking in the Finsbury Park area, but ISHA can provide a parking permit to staff with a disability who can only commute via car. We have pool cars, and staff can book parking spaces when transport is essential for their role.

Bicycle racks are available outside the back and front of the office.

Tube/underground: The nearest tube station is Finsbury Park on the Victoria and Piccadilly lines (10 minutes' walk to our office).

Trains/overground: The nearest train station is Finsbury Park with trains from Moorgate and Kings Cross. London Overground operates a train from Stratford to Finsbury Park.

Buses: Many buses run between Finsbury Park station and our office: 4, 19, 106, 236. Other buses stop on Seven Sisters Road (7 minutes' walk) 29, 253, 259, 279.

[Physical layout and features](#)

Reception and the Customer Services Team are located on the ground floor. All other departments are on the first and second floors. There is a lift that serves each floor.

Our office is wheelchair accessible, and there is a disabled toilet on every floor, and one at Reception. The height of some desks can be adjusted and would be suitable for wheelchair users or very tall people.

There are soft strip lights throughout with good natural light. Some managers' offices are further away from windows and rely more on artificial lighting. However, those offices have an air-cooling system to facilitate temperature control.

As the office is mainly open plan, noise levels vary and can, at times, be high. Most employees sit in an open plan office area with colleagues, with computers and printers operating intermittently during the day.

There are audio loop systems in the main meeting room, the tenant interview rooms, and at Reception.

