



PARAGON HOUSING ASSOCIATION LIMITED

Housing Assistant – Assistant Team Leader

EVH Grade 6 Spinal Points PA 17 (£36,517) to PA 20 (£39,921)

We are seeking to recruit a Housing Assistant to join our Housing Management Department. The post holder will act as Assistant Team Leader, assisting in supervising the work of the Housing Operations Support Team (HOST).

This is an excellent opportunity to play a key role within the Association contributing to the delivery of our customer focused housing management and factoring services to around 1500 tenants and factoring owners in the Forth Valley area. A strong commitment to good customer service and tenant involvement is essential.

The HOST team plays a vital role in providing an effective frontline service. Team members are the first point of contact for customers and other stakeholders. The team is responsible for the delivery of a wide range of housing and reception services including repairs, allocations, processing rent payments and general housing and factoring enquiries. It is a busy team with interaction with customers in a front office environment.

The post holder will support and deputise for the Team Leader. Excellent leadership skills, customer services skills, the ability to identify priorities and meet tight deadlines are essential attributes for applicants for this post. The ability to work flexibly and effectively as part of a team is also required.

The post is 35 hours per week with flexible working hours however there may be a requirement for some out of hours working.

The full job description and person specification are available as part of our application pack which can be obtained as follows.

- By post from Paragon Housing Association Limited, Invergrange House, Station Road, Grangemouth, FK3 8DG
- Telephone 01324 664966
- Email enquiries@paragonha.org.uk
- Downloadable form from www.paragonha.org.uk
- C.V.s will not be accepted
- Late applications will not be accepted

The closing date is 4.00 pm on Wednesday 28th October 2026.

We are committed to being an Equal Opportunities Employer. We welcome applications from all sectors of the community.

Scottish Charity Number SC 036262