

**Housing Administration Assistant – Full Time Permanent Position**

**Salary on a scale PA9-12 (Grade 4) £29,729 - £33,271 (including island allowance), the Association operates a contributory occupational pension scheme.**

We are seeking a dedicated and detail-oriented Housing Administration Assistant to join our reception team. The ideal candidate will play a crucial role in supporting the day-to-day operations of our Housing Association, ensuring smooth and efficient service delivery to our tenants and stakeholders.

**Key Responsibilities:**

- Assist with the day-to-day operations of the Association
- Maintain accurate records and files related to housing applications, leases, and tenant information
- Respond to tenant enquiries and provide excellent customer service
- Coordinate with maintenance staff to ensure timely resolution of tenant issues
- Prepare and distribute notices, letters, and other communications to tenants
- Assist in the preparation of reports and presentations for management
- Perform general administrative tasks such as data entry, filing, housing application processing and scheduling.

**Skills, Experience and Qualifications:**

- Minimum of 4 National 5's (Standard Grades)
- Previous experience in an administrative role, preferably in housing or property management
- Strong organisational and time management skills
- Excellent communication and interpersonal skills
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Ability to work independently and as part of a team
- Attention to detail and accuracy in work.

To discuss the role or request an application form and job description contact Kim Laidlaw, Hjaltland Housing Association, 6 North Ness Business Park, Lerwick, ZE1 0LZ on 01595 694986 or [kim@hjaltland.org](mailto:kim@hjaltland.org).

**Closing date for applications Monday 23<sup>rd</sup> February at 5pm.**

It is anticipated interviews will be held after week commencing 9<sup>th</sup> March 2026.

Hjaltland Housing Association is committed to equality and diversity and is an inclusive employer.

The Association is a registered Scottish Charity 031954