



## *MAINTENANCE OFFICER*

### Recruitment Pack

Govan Housing Association

*June/July 2024*

Govan Housing Association  
35 McKechnie Street  
Govan  
Glasgow  
G51 3AQ

Email: [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk)  
Website: [www.govanha.org.uk](http://www.govanha.org.uk)





Dear Applicant,

**Maintenance Officer, Govan Housing Association**

Thank you for your interest in the above role.

Govan Housing Association, is an ambitious, community focused Registered Social Landlord. The Association itself possesses a rich history and one of development and innovation. Founded in 1971, the Association was the first community based housing provider, leading the way for social housing provision in Scotland. After 50 years of operating in the housing sector, the Association now manages approximately 1,600 socially rented properties and over 650 factored properties as well as taking an active role in the regeneration of the area and continuing to improve the quality of life of residents.

This is a really exciting and interesting time for Govan Housing Association as we continue to develop and improve the way we deliver and operate our services. Having already developed the Govan Housing Association Group structure, our ambitions are to continue to grow and strengthen this as we look to take advantage of the opportunities that the local community has to offer.

We are serious about turning our vision into reality and delivering excellent quality affordable homes and services that make a positive impact on people and communities. This focus really signals the future direction of Govan Housing Association, one that is genuine about customer service, which is committed to ensuring that tenants get the best possible deal and the highest quality products and services and importantly, puts our tenants central to everything that we do. Underpinning all of this is ensuring that our Association is strong and viable and able to deliver the innovative and ambitious plans we have.

This pack will provide you with background information in respect of the Association and the role of Maintenance Officer within Property Services. To apply please can you:

- Complete the application form;
- Ensure that you complete the relevant sections of the application form with a supporting statement detailing why you are a good candidate for this position and how you fulfil the person specification;
- Ensure that you have provided the names and contact details of two referees, stating in what capacity each person is known to you;
- Please advise us if you cannot attend the interview dates or if you require any special arrangements made for you to attend an interview.

Applications can only be considered if all the documentation is completed.



Once complete, please send your application, preferably by email, to [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk) or by post to:

Corporate Services Department  
Govan Housing Association  
35 McKechnie Street  
Govan  
Glasgow  
G51 3AQ

The deadline for applications is **Thursday 27 June 2024 at noon. Should you be shortlisted, interviews will be held on Thursday 4 July 2024.**

If you have any questions, or would like to discuss the role further, please contact, Corporate Services on 0141 440 0308.

It really is a great time to join Govan Housing Association and help shape the future success of the organisation. If you want to make a difference; if you have energy and ideas; if you believe in customer service like we do and the role that Associations like ours can play and you thrive on change and challenge, then Govan Housing Association is the place for you.

Finally, thank you once again for your interest in Govan Housing Association and we look forward to receiving your application and wish you every success throughout the recruitment process.

*Caron Quinn*

Caron Quinn  
**Group Chief Executive Officer**

GOVAN HOUSING ASSOCIATION JOB DESCRIPTION			
<b>Job Title:</b>	Maintenance Officer	<b>Grade:</b>	EVH Grade 7 (4 days)
<b>Reporting To:</b>	Technical Project Manager	<b>Salary:</b>	£39,072 - £42,903 (pro rata)
<b>Dept./Location:</b>	Property Service Department	<b>Date:</b>	April 2024

**Purpose of Job**

The Property Services Departments main aim is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes a range of functions such as reactive, void and planned maintenance work and a factoring service, in addition to providing technical knowledge and support to the Association and its customers. We are a highly motivated team committed to promoting the vision and values of the Association.

The main focus of the Property Services department is to ensure our assets are maintained and improved, whilst ensuring that our customers are satisfied, and we work within our budgets. We are committed to ensuring that the legislative responsibilities and compliance requirements are adhered to, and we are responsible to our committee for ensuring we provide regular, accurate and specific reports on our activities. As well as this, we contribute to delivering Association-wide strategies and activities, including the delivery of our wider action programme within the Govan and Ibrox areas.

The focus of the Maintenance Officer post is to oversee activities, manage services and service delivery and, where required, implement or propose changes or improvements. The Maintenance Officer will provide technical and compliance support primarily to the Technical Project Manager. It is expected that the post holder will have or is willing to learn the general knowledge and skills for each area in which the team manages. Overall responsibility of the functions and output of the Property Services team is provided by the Technical Project Manager who reports to the Head of Operations & Performance.

The core skills are overall technical competency relating to property maintenance and management, as well as the understanding and implementing of all health and safety duties placed upon the Association in the management of contracts and repairs and maintenance. You must be an excellent communicator (written and verbal), which is key to interacting with our customers, contractors, colleagues, and other external agencies as well as having a working knowledge of using databases and Microsoft office products. Working effectively and efficiently, both within a team setting and on your own and demonstrating an ability to make informed decisions is crucial to this role.

**Accountability**

Role is part of the Property Services Department reporting to the Technical Project Manager.

**Major Tasks and Job Activities**

## **Main Duties and Responsibilities**

- Assist in the delivery of our planned maintenance programme and asset management strategy.
- Manage an effective repairs service including void property repair and a factoring repair service to our customers.
- Provide a high-quality front-line customer service and obtain feedback on the effectiveness of the services we provide.
- Provide reports and other forms of communications/documentation to the Technical Project Manager and Head of Operations & Performance.
- Provide and support financial and budgetary control.

## **Specific Responsibilities**

- Provide surveys and reports on property conditions and lifecycles of components.
- Utilise the in-house maintenance system to assist in the delivery of our asset management and procurement strategies and budgeting.
- Collate and produce technical documents / scope of works and associated information and assist with future procurement exercises.
- Assist the Technical Project Manager and Head of Operations & Performance in developing and delivering our asset management strategy.
- Provide a thorough quality control and contract management regime to ensure works / contracts are carried out by our contractors to expected levels and adherence to conditions of contracts, Health and Safety compliance, including Asbestos, CDM 2015 Regulations and measured Key Performance Indicators.
- Ensure all information is recorded and updated accordingly including all electronic files.
- Represent the Association through attendance at contractor meetings, including the production of progress reports relating to the contracts.
- Understand and contribute to ensure that we meet our targets towards achieving compliance with EESSH and beyond and to maintain our compliance with SHQS.
- Ensure that the contractor remains focused on providing our customers with a high-quality service throughout the contracts they are awarded.
- Carry out pre and post inspections to provide our customers with an update on repairs required and to accurately diagnose a scope of works to provide

value for money.

- Obtain quotes and instruct repairs where required in line with our authorisation limits and policy.
- Operate the in-house database to instruct repairs, check repairs history, run reports and record all relevant documents.
- Carry out void inspections, instruct repairs and manage the voids process and contractors in line with our policy and procedures to return void properties to acceptable standards and within required timescales.

health

- Assist with Major Works programmes.
- Work with the Aids and Adaptations programme ensuring that the customer is fully informed of the works and timescales.
- Carry out inspections and assist with enquiries from factored owners regarding works or repairs.
- Assist the Technical Project Manager in the collation of information for the Annual Return of the Charter to the Scottish Housing regulator (SHR).
- Ensure that our customers are kept informed and updated on all aspects of our works where required.
- Manage customer feedback via surveys on completion of works, manage any areas of dissatisfaction and provide a report on the survey.
- Deal with complaints in line with the Associations Complaints Handling process as per our policy and procedures.
- Provide assistance on the preparation of information from customers including newsletters, leaflets, website, and other social media platforms.
- Attend and take part in wider action projects which promote the works and aims of the Association.
- Utilise all available IT packages and produce technical reports including scope of works, risk assessments.
- Authorise or obtain approval and authorisation of applications for payments.
- Approve invoices up to permissible authorisation levels on the in-house electronic invoicing system.
- Confirm permission for works, or other costs including variations in line with agreed limits.

- Liaise with the Technical Project Manager and Head of Operations & Performance on any budgetary information requests.

### **Policies and Procedures**

- To participate and contribute to reviewing, updating, and implementing policies and procedures as required.
- To work with staff from other parts of the organisation as required in contributing to the development of Policies and Procedures and their implementation.
- To follow policies and procedures in your work.

### **General**

- Participate in staff meetings and training events.
- To take responsibility for identifying personal training or other work requirements and make them known to your line manager.
- To maintain up to date knowledge and competence of building, maintenance and associated health and safety legislation and best practice.

### **Corporate Responsibilities**

- Work with colleagues across the Association to ensure that the organisation is seen as a respectful and open organisation which values its staff.
- Ensure that the organisation's policies – including but not limited to comply with the Equality and Diversity, Health and Safety, Customer Services – are complied with through all activities; and that all work is undertaken in accordance with the relevant codes of practice and legislation.
- Actively and effectively promote the organisation's values, role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Comply with the Code of Conduct for employees.
- Willing to work in accordance with the Association's core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, teamwork, and the ability to take personal responsibility.

### **Other Tasks and Activities**

## **Other**

This profile only contains the main accountabilities relating to the job and does not describe in detail all duties required to carry them out. The post holder may be expected to:

- Undertake such other duties and responsibilities as are specified by your line manager and which are commensurate with the level of the role.
- Work outside normal office hours specially to attend meetings and respond to out of hours emergencies.
- Act at all times within the organisation's rules, policies, procedures, standing orders and financial regulations.

## **Note:**

No job description can be entirely comprehensive, and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.



Personal Competency	Essential	Desirable
<b>Education and Qualifications</b>	Educated to HNC level or equivalent in building, construction or relevant professional qualification or demonstrate an acceptable level of technical competence	
<b>Experience</b>	Experience of providing a quality control service and excellent contract management practice for a variety of planned maintenance or reactive repair works and service contracts	Experience of working within a maintenance environment of an RSL
	Proficient at carrying out property condition surveys	Working experience of a housing repair systems
	Ability to manage contractors effectively	Experience of dealing with insurance claims processes
	Experience in producing detailed specification of works for obtaining quotes.	Experience of Aids and Adaptation installations
		Experience of void repair management
<b>Skills/ Knowledge</b>	Knowledge of technical specifications and building standards	Understanding the principles of asset management within an RSL maintenance/property environment
	Knowledge of control of asbestos regulations	Understanding of current procurement processes
	Knowledge of gas safety legislation	Knowledge and awareness of sustainability in housing design, construction and maintenance
	Understanding of revised CDM 2015 regulations and other relevant Health and Safety standards	
	Understanding of principles of internal controls and risk assessments	
	Ability to produce concise and effective reports to deadlines	
	Excellent IT skills relevant to the post/job description	
	Excellent customer skills and understanding of the importance of customer satisfaction in delivering our services	
<b>Personal Qualities</b>	Ability to demonstrate an understanding of equalities	Committed to fully understanding the principles and practice of Data Protection

## Recruitment and Response Instructions

Thank you for expressing an interest in the position Maintenance Officer within the Property Service Team at Govan Housing Association. If you have read the recruitment pack and you would like to apply, please follow the guidelines below.

### Application Process

Please complete the application form enclosed. **Please do not include a Curriculum Vitae (CV) as these will not be used in the recruitment selection process.** It is important that your application form highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the job description and person specification, also why you want this role and what you can bring.

As part of the application form we also request that you complete an Equal Opportunities Monitoring Form which is included in this pack.

The timetable for the Selection Process is included below. When submitting your application form, please advise us if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for assessment. We try to offer flexibility but it can be difficult to convene the selection panel outside the advertised selection dates due to diary commitments.

Please return your completed application by noon on Thursday 6 June 2024 (electronic submissions preferred) to [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk).

Your application will be treated with strictest confidence.

If you wish to send a hard-copy by post, the full address is as follows:

Corporate Services Department  
Govan Housing Association  
35 McKechnie Street  
Govan  
Glasgow  
G51 3AQ

### Assessment and Selection Process

All applications will be considered and assessed against the requirements of the Person Specification in order to select an initial list of candidates to proceed to the interview stage. If you have been successful at this stage we will contact you via telephone/email, no later Monday 1 July 2024.

If you are unsuccessful at this stage you will receive an email from us.

## Recruitment, Terms and Conditions

<b>Location:</b>	Govan Housing Association, 35 McKechnie Street, Govan, Glasgow, G51 3AQ.
<b>Standard Hours of Work:</b>	28 hours per week, 9am – 5pm with one hour lunch, 4 days to be agreed.
<b>Grade &amp; Salary:</b>	EVH Grade 7, £39,072 - £42,903
<b>Payment Method:</b>	Paid on the 28 <sup>th</sup> of each month by the BACS system into your designated bank account.
<b>Annual Leave:</b>	32 days per annum, inclusive of public holidays
<b>Notice Period:</b>	4 weeks written notice by either side.
<b>Pension:</b>	The Association currently offers a defined contribution scheme.

Note: The Association is a member of Employers in Voluntary Housing. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information should not be treated as a substitute for a full contract and are subject to change.

## Recruitment Timetable

The recruitment timetable is as follows:

Activity	Date
Application Packs Issued From	13.06.24
Closing Date for Applications	27.06.24 - Noon
Shortlisting of Candidates By	01.07.24
Interviews	04.07.24
Successful Candidate notified by	08.07.24

## Interview Format

If you are invited for interview, the recruitment process will last no more than one hour.

The interview panel will consist of the following representatives:

Marina McCall – Head of Operations and Performance

Mark Tedford – Technical Support Manager

Michelle Donnelly – Property Services Manager

## Contact Details

If you have any queries about the position or the selection process please contact Corporate Services Department on [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk) or 0141 440 0308.