



PROPERTY SERVICES MANAGER

Recruitment Pack

Govan Housing Association

April 2025

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,

**Property Services Manager, 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 1,638 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 Property Services Manager. 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  
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The deadline for applications is **Friday 16 May 2025 at noon**. Should you be shortlisted, **interviews will be held on Wednesday 28 May 2025**.

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**

<b>Job Title:</b>	Property Services Manager	<b>Grade:</b>	EVH Grade 8
<b>Reporting To:</b>	Head of Operations & Performance	<b>Salary:</b>	PA28 – PA31
<b>Dept/Location:</b>	Property Services Team	<b>Date:</b>	April 2025

**Purpose of Job**

To effectively manage the delivery of our key strategic and operational objectives within our Property Services Team to support resident-led, continuous improvement through effective operational management of Govan Housing Association's maintenance and property services.

To manage the property service team, people, performance, policy and processes – to ensure value for money, great customer satisfaction and staff are supported and involved in evolving the service.

To lead the service both on an operational day to day delivery of an effective responsive maintenance service for Govan Housing Association across all tenures but also developing the service to future proof our services, homes and estates for better outcomes for our customers.

To support Property Services Team in its endeavours to comply with all statutory and regulatory requirements in relation to the maintenance and improvement of its properties across all tenures.

To proactively manage the operational performance of contracts and achievement of targets and contract performance and the development of new contracts and improvement opportunities.

To work in accordance with the policies, practices, and procedures as laid down by the Association's Governing Body.

**Accountability**

Role is part of the Property Services Team, reporting directly to the Head of Operations & Performance.

**Major Tasks and Job Activities**

**Mission and Strategic Direction**

- To work in close collaboration with the Head of Operations & Performance demonstrating commitment to the mission, values and strategy for Govan Housing Association.
- To support the implementation of key organisational initiatives and change processes.

- Contribute to monitoring the external environment, particularly the changing demands on property and maintenance services to help ensure that Govan Housing Association meets its strategic plans.
- To help develop and maintain systems of supervision and day to day management which facilitate open, effective and timely communications; help identify and implement improvements to management processes that enable the Association to achieve its strategy and objectives.

### **Staff Management and Relationship Management**

- Coaching, mentoring and effective people management of the Property Services Team
- Help to support and guide staff ensuring that the Association's Human Resource policies and procedures are implemented effectively.
- Support the effective performance management and development of the staff team. Help build and maintain a professional and motivated team with clearly defined plans, roles, responsibilities, accountabilities and objectives within the framework provided by strategic plans.
- Build and maintain productive working relationships outside Govan Housing Association in order to promote the organisation.
- Clearly identifying priorities, escalation, manageable workloads and work arounds for and with the staffing team.

### **Performance and Operational Management**

- Work with all Property Services staff as required to help ensure all property services are compliant and meet the standards expected by the Association, including SHQS and EESSH standards.
- Help ensure that all maintenance services are operating in alignment with Govan Housing Association's standards, policies and procedures to provide the highest standard of property and maintenance service as determined by our service users, the Scottish Housing Regulator, legislation and the Association's business plan.
- Supervise and manage performance of key contractors to achieve continuous improvement to help ensure early and effective response systems are in place to address issues and appropriate checks are in place to check compliance.
- Contribute to the monitoring and reporting on performance to the staff team, Senior Management Team, Executive Management Team and Operations Committee.
- Be proactive in identifying any areas of non-compliance and support the development of comprehensive and time bound action plans.

- Work with the staff team to review and devise policies and procedures to support excellent service delivery and staff development.
- Ensure robust quality assurance, reporting and quality outcomes are part of the service delivery.

### **General Management and Service Delivery Responsibilities**

- To ensure that day-to-day property service and maintenance matters are appropriately managed, that risks are managed and to do all that is reasonably practicable to maintain customer focused services.
- Support the day-to-day management of the planned and cyclical maintenance, and major works functions.
- Regularly monitor the performance of the Govan HOME Team and liaise with Govan HOME Team Managers as required to ensure that void properties are repaired to an agreed standard and are available for re-letting within target times, as per our Service Level Agreement.
- Support the preparation of specifications and contract documentation, help to manage tender processes, and let contracts, for all property and maintenance and improvement work, as required by the Head of Operations & Performance.
- Help ensure that contractors meet performance targets set in contracts for all property and maintenance and improvement works, including delivery on time, to budget, and to meet the original specification.
- Help to ensure that the Association maintains its properties to a standard that meets all regulatory and statutory compliance.
- Support the Head of Operations & Performance to commission stock condition surveys and help ensure that accurate stock condition information is maintained.
- Proactively support and supervise on a day to day basis steps to ensure that accurate records are kept across all property and maintenance and improvement functions.
- Liaise with insurers over any works being carried out under insurance claims and maintain and update the Association's Insurance Claim information.
- Undertake administrative functions in the maintenance of appropriate records and monitoring systems, including complaints management.
- Ensure service users are involved in decisions that affect them whenever possible or practicable e.g. use of Service Scrutiny Panel, Tenant and Residents Associations.
- Supervise all works with regards to Stage 3 adaptations and various medical adaptations to tenants' properties.

- Ensure updates to the company's asset register with details of any key installations that have been completed, including changes to the Association's planned maintenance programme and key component replacements at void stage are carried out reactively.
- Ensure that tenants are kept up to date and informed about progress of repairs to foster a high quality, customer service.
- Collaboratively with the Housing Management and Factoring Teams, assist in the management and processing of rechargeable repairs and the administration of these.
- Ensure adequate pre and post inspect surveys are carried out to maintain a high quality cost effective service.

### **Policy Development**

- Support the creation and implementation of appropriate policies, procedures and systems to underpin the delivery of services, and reviewing these as necessary in line with the Association's policy review timetable and standards.

### **Governance**

- Support the preparation of papers for the Operations Committee and help ensure that the Senior Management Team, Executive Management Team and respective Boards of Management are appropriately serviced.

### **Health and Safety**

- Proactively undertake the role of the Association's Health and Safety Officer complying with the required responsibilities in line with the Association's Health and Safety Manual, manage your time effectively and efficiently to incorporate these duties within your day to day responsibilities.
- Help deliver and implement appropriate health and safety policies, procedures and systems including risk assessments and CDM regulations, to ensure that all staff and contractors are aware of their responsibilities and are supported to meet their responsibilities for regulatory and statutory compliance for all of the Association's properties.

### **Other Tasks and Activities**

#### **Other**

- Willing to work in accordance with the Association's core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, team work and the ability to take personal responsibility.
- The job-holder may, on occasion, be required to attend evening meetings e.g. tenant and resident meetings and adhoc Governing Body and Operations Committee meetings.

- Undertake any other reasonable duties as required to maintain the organisation's activities and the continued delivery of services. The Association operates in a dynamic environment. The responsibilities attached to the post will need to change from time to time to reflect and respond to the changing environment and changes within Govan Housing Association.

Whilst this job description attempts to cover the main duties and responsibilities of the post it is not exhaustive. The post holder is therefore expected to undertake any other reasonable duties within their capabilities and the scope of the post as specified by their line manager.



## Person Specification – Property Services Manager – April 2025

Personal Competency	Essential	Desirable
<b>Education and Qualifications</b>	Educated to HND level or equivalent in building, construction or relevant professional qualification or demonstrate an acceptable level of technical competence	A qualification relating to administration, customer service or repairs
<b>Experience</b>	Experience of Managing a highly qualified and professional team.	Experience of working within a maintenance environment of an RSL
	Experienced and proactive people and performance manager.	Qualification in project management or people management.
	Experience of service and contract improvement.	Experience with claims/loss adjustors
	Experience of producing strategic and operational documents, service and business plans.	Working experience of Homemaster or equivalent housing repair systems
	Vast experience of managing contractors and performance.	Evidence of SMART Planning/use of action plans
	Proven ability to provide technical advice and inspection reports	
	Experience of complaints, escalated customer issues and using these to improve performance.	
	Have experience of budget control	Experience of dealing with insurance claims processes
	Have experience delivering Senior management and committee reports.	Experience of working with Boards and Committees.
	Experience of procurement and budget setting.	Experience of dealing trades contractors
	Ability to produce detailed specification documents to assist in the procurement of works/contracts or obtaining quotes.	Experience of Aids and Adaptation installations
	Oversee Property Services Team reactive processes and improvements thereof	Experience of reactive repair management
<b>Skills/ Knowledge</b>	Knowledge of up to date technical specifications and building standards including EESH, SHQS	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 all latest fire safety in domestic property post Grenfell report.	Familiar with all Scottish Government Guidance.

	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 H&S internal controls and risk assessments	
	Performance driven	
	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 and translate to operational excellence	Committed to fully understanding the principles and practice of Data Protection



## Recruitment and Response Instructions

Thank you for expressing an interest in the position of Property Services Manager 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 Friday 16 May 2025 (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 than Thursday 22 May 2025.

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>	35 hours per week, 9am – 5pm
<b>Grade &amp; Salary:</b>	EVH Grade 8 PA28-PA31 - £48,597 - £52,578
<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>	40 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	25/04/2025
Closing Date for Applications	16/05/2025 - Noon
Shortlisting of Candidates By	22/05/2025
Interviews	28/05/2025
Successful Candidate notified by	29/05/2025

## 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:

Kerry-Ann Wallace – Director of Customer Service  
 Jamie Mallan – Director of Community Enterprises  
 Kris Docherty – Head of Home Team

## 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.