



TECHNICAL PROJECT MANAGER

Recruitment Pack

Govan Housing Association

November 2023

Govan Housing Association
35 McKechnie Street
Govan
Glasgow
G51 3AQ

Email: recruitment@govanha.org.uk
Website: www.govanha.org.uk





Dear Applicant,

Technical Support 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 1,600 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.

We are seeking to employ an experienced individual to provide a quality technical role who has excellent contract management practice for planned maintenance works and service contracts. You will be proficient at carrying out condition surveys and experienced in producing detailed specification documents to assist in the procurement of works/contracts for obtained quotes. You will be required to have a knowledge of a variety of technical specifications, building standards and regulations.

This pack will provide you with background information in respect of the Association and the role of Technical Project 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 or by post to:

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

The deadline for applications is noon on **Thursday 23 November 2023. Should you be shortlisted, interviews will be held on Friday 1 December 2023.**

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



Job Description

| GOVAN HOUSING ASSOCIATION | | | |
|---------------------------|---------------------------------|----------------|-------------------|
| JOB DESCRIPTION | | | |
| Job Title: | Technical Project Manager | Grade: | EVH Grade 8 |
| Reporting To: | Head of Operation & Performance | Salary: | £44,083 - £47,694 |
| Dept./Location: | Property Services Department | Date: | November 2023 |

Purpose of Job

1. This role is our subject matter expert regarding all Technical and Landlord H&S requirements within a RSL environment; plans, directs and leads the organisation in these matters in accordance with the overall strategy of Govan Housing Association including its ethos, values and purpose.
2. This role is entrusted with responsibility for all aspects of the project management and Regulatory requirements of (but not limited too) ESSH2, SHQS, Asbestos, Fire Safety, Accessibility, and other Environmental standards including budget & risk and operational efficiency of all areas within their portfolio.
3. Responsible for the Project Management of moving the organisation and its stock to these higher standards including legislative changes and regulatory requirements of their service areas. Sharing this knowledge with all colleagues, committees and customers.
4. Manage the definition of any project scope, customer's expectation, objectives and costs, involving all relevant contractor and ensuring technical feasibility. Manage any changes to the project scope and successfully manage relationships with the contractor. Measure project performance using appropriate tools and techniques.
5. Provide visible, positive and assertive people management of your team and all group staff, leading by example demonstrating professional attitude and behaviours. This is also including development, training, coaching and all aspects of disciplinary. Ensuring effective people and performance management.
6. Responsible for the delivery of a robust Quality Assurance framework across our planned and reactive programmes, analysing customer, contractor and partner issues and developing agile plans to mitigate these.
7. Oversee aspects of the customer experience through contract and partner performance, including service and process improvements, sustainment and promoting a customer first culture; including report and complaints thereof.

8. You will lead on complex, sensitive, resource heavy and escalated repairs to ensure the customer is championed and at the heart of our decision making; that performance is managed and lessons learned. All insurance claims will benefit from your leadership, technical experience and insight.
9. Develop and exercise effective financial management control, ensuring delivery of services within budget and be responsible for setting and monitoring all budgets within housing and customer services.
10. Develop in conjunction with the wider management team the Planned Programme its policy and processes across our stock, communities and network. This will be auditable, thoughtfully considered, ability to change/flex as needed and easy to understand for our customer, contractors and committees.

Person Specification – Technical Project Manager

| Personal Competency | Essential | Desirable |
|-------------------------------------|--|--|
| Education and Qualifications | Qualification in construction management or equivalent | |
| Experience | Experience of providing a quality control service and excellent contract management practice for a variety of planned maintenance works and service contracts. | Experience of working within a maintenance environment of an RSL. |
| | Proficient at carrying out condition surveys. | Working experience of QLX or equivalent housing repair systems. |
| | Ability to manage contractors effectively and manage any contractor relationships. | Experience of dealing with insurance claims processes. |
| | Experience in producing detailed specification documents to assist in the procurement of works/contracts or obtaining quotes. | Experience of Aids and Adaptation installations. |
| | Manage any Regulatory requirements of (but not limited too) ESSH2, SHQS, Asbestos, Fire Safety, Accessibility | Experience of void repair management. |
| | Manage budget control for various contracts. | Experience in a supervisory role within the construction industry, preferably in housing construction and maintenance. |
| | Manage any project scope, customer's expectation, objectives and costs, involving all relevant contractor and ensuring technical feasibility. | |
| Skills/ Knowledge | 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. | |
| | Ability to analyse compliance data to implement any improvements. | |

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| | Excellent IT skills. | Working with current systems in including home master system. |
| | Excellent customer skills and understanding of the importance of customer satisfaction in delivering our services. | |
| Personal Competency | Essential | Desirable |
| | Promote and support staff development to include coaching and training analysis. | Committed to fully understanding the principles and practice of Data Protection. |
| | Ability to communicate effectively with others and to be an effective listener. | |
| | Ability to demonstrate initiative and flexibility in managing workload, project management and decision making. | |
| | Ability to present a positive image at all times both internally and externally. | |
| Other | Full driving licence | Familiar with the principles of community involvement and promotion of the Association. |



Recruitment and Response Instructions

Thank you for expressing an interest in the position **Technical Support Manager** within 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 Thursday 23 November at noon (electronic submissions preferred) to 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, the afternoon of Monday 27 November 2023.

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



Recruitment, Terms and Conditions

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|--------------------------------|--|
| Location: | Govan Housing Association, 35 McKechnie Street, Govan, Glasgow, G51 3AQ. |
| Standard Hours of Work: | 35 hours per week |
| Grade & Salary: | EVH Grade 8, Salary £44,083 – £47,694 |
| Payment Method: | Paid on the 28 th of each month by the BACS system into your designated bank account. |
| Annual Leave: | 25 days per annum |
| Public Holidays: | 15 public holidays |
| Notice Period: | 4 weeks written notice by either side. |
| Pension: | 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 | 10.11.23 |
| Closing Date for Applications | 01.12.23 (noon) |
| Shortlisting of Candidates By | 27.11.23 |
| Interviews | 01.12.23 |
| Successful Candidate notified by | 04.12.23 |

Interview Format

If you are invited for interview, the interview will last approximately 1 hour.

Contact Details

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