



SERVICES TEAM LEADER

Recruitment Pack

Water Row Company

May 2026



Dear Applicant,

SERVICES TEAM LEADER

Thank you for your interest in the above role.

Please ensure you refer to the Job Description and Person Specification attached. We shortlist based upon the essential criteria shown on the Person Specification. **Please add a covering letter if you wish to provide us with more details in order to carry out the shortlisting effectively.**

To apply please can you send us a copy of your CV with covering letter to: recruitment@govanha.org.uk, or post to:

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

The deadline for applications is: **Noon, Wednesday 20 May 2026**

Should you be shortlisted, interviews will be held on: **Thursday 28 May 2026**

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

Finally, thank you once again for your interest in Water Row Company and this new and exciting role - we look forward to receiving your CV and wish you every success throughout the recruitment process.

Caron Quinn

Caron Quinn
Group Chief Executive Officer

Job Description – Services Team Leader

GOVAN HOUSING ASSOCIATION JOB DESCRIPTION			
Job Title:	Services Team Leader	Grade:	Grade 7/8
Reporting to:	Head of Water Row Company	Salary:	PA26 – PA27
Dept./Location:	Water Row Company	Date:	May 2026

Purpose of Job
<p>The purpose of this role is:</p> <ul style="list-style-type: none">• The Services Team Leader will be the key point of contact for customers receiving our factoring and property management services, and any potential customers of this service. They will operate within Govan Housing Associations Factoring/Property Management Service that is supported by our Customer Service Team that includes Property Services.• Under the guidance of the Head of Water Row, have responsibility for the development of the Factoring team members including performance and absence management.

Accountability
<p>Role is part of the Water Row Company reporting to the Head of Water Row. This position supervises both the Property Factoring Coordinators.</p>

Major Tasks and Job Activities

Factoring Service

To ensure the effective delivery of the factoring and property management service being the key point of contact for homeowners. the post holder of this role will be specifically expected to:

- To supervise staff to deliver services efficiently and effectively and within budget, achieving high levels of customer satisfaction, meeting key performance indicators and ensuring systems and processes are aligned to maximise efficiency.
- To continue to develop the business, improving existing arrangements and ensuring continuous business improvement.
- To ensure a value for money service is delivered to the factored customers.
- To ensure the delivery of a professional factoring service to Govan Housing Association's owners and sharing owners within agreed budgets and timescales.
- To manage the factoring operation on a day-to-day basis and act as key decision maker for the factoring service as appropriate.
- To provide guidance and advice to the Head of Water Row and Senior Management Team on escalated and complex Factoring matters requiring executive decision making.
- Supervise, Coach, develop and support staff within the Factoring Service to achieve their full potential and be empowered to improve customer satisfaction.
- Challenge and deal effectively with staff you are responsible for supervising with poor performance where required.
- To work closely and effectively with cross-functional teams to ensure delivery of a seamless service to owners.
- To assist in managing contract performance to ensure service standards are met and value for money achieved across both repairs and cyclical maintenance contracts for the Factoring Service.
- To assist the Factoring Team in delivering a customer focused planned investment program, which satisfies title/deed conditions and ensure projects are delivered within agreed levels of delegated authority and consent.

- To lead consultation exercises with owners, advising the Property Services Team on whether projects can proceed. To balance effective maintenance of Govan Housing Association's stock whilst minimising business risk.
- To support Corporate Services through the process of ensuring contracts are procured on behalf of private owners comply with the current legal framework for factored owners.
- To liaise with external stakeholders as required including MSP's, Scottish Government, solicitors, local authorities, and other service providers.
- Responsible for ensuring that we remain fully compliant with property legislation, factoring legislation, health and safety legislation and all other legislation affecting the delivery of a factoring operation in Scotland.
- To ensure statutory requirements are met, changes in legislation are implemented and best practice is adopted within area of responsibility.
- To assist in any changes within the Written Statement and updating factored owners of any changes that may affect them.
- Ensure compliance with all regulatory, statutory and legal requirements and other directives.
- Ensure no cross subsidy between Govan Housing Association and the activity of the factoring service delivered to private owners.
- Contribute to production of annual budget, monitoring and reporting of income and expenditure in relation to factoring through the monthly management accounts to the Senior and Executive Management Team.
- Ensure effective quarterly customer billing and recovery of charges to owners and maximise the income received from our services.
- Carry out owner inspections monthly and ensure any requested repairs are monitored, progressed, while keeping owners updated as required.
- To lead and liaise with solicitors and owners to progress property sales in agreed timescales.
- To Lead and manage the Associations commercial letting process, monitor commercial rents and deal with any debt cases within our arrear's procedures.

- To lead and manage the administration for any shared equity sales.
- Lead on consulting with owners and deal with any colleagues, contractors and consultants to deliver quality property management factoring services and information that provides value for money, reduces risk, and ensures that common works are mandated as required.
- Work proactively with our Money, Energy Debt Advice service in promoting this service to owners and referring any owner to this service.
- Work proactively with Govan Housing Group's Community Engagement Service to promote a Factored owners forum group and lead on any forum group meetings.
- Assist Corporate Services department to carry out any relevant surveys, relating to customers.
- Record Management, ensuring records are maintained in accordance with data legislation, policy and procedures.
- Provide reports on key performance indicators to the Head of Water Row for Operations Committee on any operational issues.
- Take payments in line with guidance documentation.
- Maximise the use of ICT to improve efficiency, increase productivity and develop new and existing services.
- Assist in producing accurate performance information and data, including information required for regulatory and statutory returns.
- To prepare any case and attend on behalf of Govan Housing Group for any First-Tier tribunals for Scotland, Housing and Property Chamber.
- To assist the competing priorities of budget control, customer satisfaction and meeting key performance indicators.
- Deliver a culture of "continuous improvement"
- Attend any related training, keeping your skills up to date on any legislations changes and how this affects the Factoring Service.



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 your line manager specifies such other duties and responsibilities as and which are commensurate with the level of the role.
- Act always 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.



Person Specification – Services Team Leader

Personal Competency	Essential	Desirable
Qualifications	Good Standard of Education.	Professional Diploma in Property Factoring in Scotland but not essential.
Experience	Minimum of 5 years' experience in working in a Property Management Company and/or Registered Social Landlord Factoring Service.	
	Experience in supervision of staff.	
	Experience of developing team members, including performance and absence management.	
	IT packages to produce billing on a quarterly basis.	Awareness of the social housing sector, how RSL's work and the role of property factors.
	Delivering a professional factoring service to owners.	Preparing a case or attending any First-Tier Tribunals where necessary.
	Dealing with contractors or internal Asset management services to deliver a first class repairs service to owners.	Dealing with Acquisitions and sales purchase of properties.
	Dealing with any Debt Management of Factoring arrears and liaise with solicitors on recovery of debts.	
Skills/ Knowledge	Proficient in the use of all Microsoft Office packages e.g. Outlook, Excel, Word, etc.	
	Knowledge and understanding of customers services in a fast-paced environment	
	Good numerical/analytical skills with ability to understand and interpret information and an understanding of fractions and percentages.	
	Ability to learn and apply knowledge quickly.	
	Ability to work professionally and calmly in dealing with customer	



	enquiries and seeking help and support when required.	
	Excellent written, verbal and administrative skills.	
	Ability to demonstrate work as part of a team.	
	Ability to keep accurate records.	
	Ability to communicate clearly and effectively with a diverse range of people and take account of their views.	
	Knowledge of the CPL factoring system.	Knowledge of HomeMaster system
Customer Service	Carrying out feedback/Surveys as ways of improving the Property Management (Factoring) Service.	
	Dealing with any complaints in line with SPSO or any other complaints procedures within a Property Management Company.	
	Providing a high-quality customer service in consultation for owners.	
Personal Features/Qualities	High level of integrity and trustworthiness.	
	Committed to continuous improvement of best values and your own continuous personal development.	
	Commitment to equal opportunities and core values and vision of Govan Housing Group.	
	Committed to continuous improvement and efficiencies of the service.	
Other	Deal with customers with empathy and understanding, especially for those facing difficult issues	
	Refer and sign post any vulnerable customers to other relevant services/ agencies either internally or externally dependant on circumstances.	



Application Process

The timetable for the Selection Process is included below. When submitting your CV, 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 forward your CV by noon on Wednesday 20 May 2026. (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 Group
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 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 25 May 2026.

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

Recruitment, Terms and Conditions

Location:	246 Edmiston Drive, Glasgow G51 2YU
Standard Hours of Work:	35 hours per week, Monday to Friday.
Grade & Salary:	Grade 7/8 - £48,284 - £49,683
Payment Method:	Paid on the 28 th of each month by the BACS system into your designated bank account.
Pension:	The Group currently offers a defined contribution scheme.



Recruitment Timetable

The recruitment timetable is as follows:

Activity	Date
Closing Date for Applications	Noon 20.05.26
Shortlisting of Candidates By	25.05.26
Interviews	28.05.26
Successful Candidate notified by	29.05.26

Interview Format

If you are invited for interview, the interview will last approximately 45-60 minutes. The interview panel members will be advised when details of the interview are sent.

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.