



*QUALITY ASSURANCE OFFICER
(MATERNITY LEAVE COVER)*

Recruitment Pack

Govan Housing Association

May 2025

Govan Housing Association
35 McKechnie Street
Govan
Glasgow
G51 3AQ

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





Dear Applicant,

Temporary Quality Assurance 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 Quality Assurance Officer within Property Services Department. 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 **9am on Wednesday 14 May 2025. Should you be shortlisted, interviews will be held on Wednesday 21 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

Job Description

GOVAN HOUSING ASSOCIATION			
JOB DESCRIPTION			
Job Title:	Quality Assurance Officer – Temp 6-9 Months Maternity Cover	Grade:	EVH Grade 7
Reporting To:	Property Services Manager	Salary:	
Dept./Location:	Property Services	Date:	April 2025
Purpose of Job			
<p>The Quality Assurance Officer will assist the Property Services Team towards the delivery of a first class property maintenance service.</p> <ul style="list-style-type: none"> - Provides an efficient and effective value for money repairs and maintenance service to all Govan Housing Association customers. - Ensures compliance with all relevant legislation, policy, procedure and best practice. - Ensures the comfort and safety of tenants and owners. - Ensures that all properties are maintained to a high standard, meeting or exceeding all statutory and other legal standards, performance standards, good practice and guidance. - Ensures required repairs are raised efficiently and attended to within timescale. - Ensuring void properties are brought up to let able standard prior to re-let. - Ensuring the Association's stock is maintained to a standard that is in line with current Scottish Housing Quality Standards - Ensuring compliance with CDM regulations <p>The Quality Assurance Officer will provide quality assurance of all actives carried out by the Property Services Team including on site quality assurance of cyclical and planned works.</p>			
Accountability			
<p>The Quality Assurance Officer's role is part of the Property Services team reporting to the Property Services Manager.</p>			
Major Tasks and Job Activities			
Main Duties and Responsibilities			
<ul style="list-style-type: none"> - Work with the Property Services Manager & Technical Manager to co-ordinate the delivery of legislative programmes: Gas Servicing, Asbestos Management, Electrical Testing / Inspections, Fire Alarm Testing, Water hygiene, Passenger Lift Safety - Ensure all landlord safety certificates, property certificates, and warranties are recorded, maintained and updated on our system, HomeMaster. 			

- Carrying out Quality Assurance on all activities carried out by Property Services
- Monitoring the Associations operations and performance.
- Update and ensure component life cycles are updated accurately within HomeMaster.
- Working alongside the Property Services Manager, oversee the daily work orders raised to ensure all SOR compliance.
- Undertake such delegated duties as may be decided by the Association and as may be required by Property Services Team and wider Association.
- Work effectively with the Association's subsidiary (HOME Team) to provide a high-quality service to tenants and wider stakeholders.
- Assist with insurance claims to ensure that prompt handling of claims
- Assist with all aspects of planned investment works, as required.
- Operate the Association's HomeMaster system and ensure all relevant data is accurately recorded.
- Assist in providing reports on performance of contractors for the Association, in line with KPIs.
- Assist the Property Services Manager with the completion of agreed monthly performance reports.
- Be aware of the legislative requirements and relative compliance with the Scottish Social Housing Charter relative to property matters.
- Carry out a comprehensive, bi-annual review of all contractors on the Approved Contractors List.
- Liaise effectively with staff in other areas of the Association and the Govan Home Team subsidiary to maximise performance and enhance service delivery.
- Provide general repairs advice and support to other staff in the Association and Govan Home Team subsidiary as required.
- Assist the Property Services Manager with collating information on cyclical and day-to-day repairs.
- Provide Technical support to the Property Services Team as and when required.

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 of relevant legislation pertaining to repairs and maintenance.
- To provide general administrative support to the Property Services team or elsewhere in the organisation if required.

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 under taken 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, team work 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 especially 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.

Person Specification

Personal Competency	Essential	Desirable
Education and Qualifications		Educated to degree level or equivalent work experience that meets the requirements of the post and/or a relevant construction, maintenance or building related professional qualification.
Experience	Significant experience of working in working in a Housing Association	Previous experience of Home Master Housing software
	Knowledge on returns for the Annual Report on Charter to the Scottish Housing Regulator (ARC)	Budget management and control
	Comprehensive knowledge of EESSH2 and Net Zero requirements.	
	Experience of working within statutory and regulatory compliance	
	Experience of managing all aspects tenant and resident's health and safety including the Big 7	
	Experience of carrying out quality assurance within Maintenance environment	Experience of assisting with Stock Condition Surveys
	Experience of delivering consistently excellent customer service.	
	Experience in reporting and diagnosing repairs	
	Experience of carrying out onsite inspections	Management of Medical Adaptions process
	Experience of categorising repairs in line with ARC Guidance	
	Experience of working as part of a team and also working independently	
Skills/ Knowledge	Knowledge of property maintenance repairs and diagnosing repairs	
	Ability to provide communicate clearly and effectively with a diverse range of people and take account of their views.	
	Excellent IT skills with the ability to interrogate computerised	

	databases, reports and spreadsheets.	
Personal Competency	Essential	Desirable
	Excellent written, verbal and administrative skills.	
	Ability to work under pressure and adhering to deadlines.	
	Ability to demonstrate work as part of a team.	
	Excellent use of all Microsoft Office packages e.g. Outlook, Excel, Word, etc.	
Personal Qualities	High level of integrity and trustworthiness.	Full current driving licence
	Committed, flexible and adaptable approach to work requirements.	
	Excellent interpersonal and communication skills and the ability to effectively deal with difficult customers in a calm and professional manner.	
	Drive, determination, and personal resilience	
	Ability to use their own initiative to prioritise and organise their own workload to meet deadlines.	
	Ability to assess whether an issue is within the remit of the post holder or should be remitted to a senior colleague.	
	Committed to continuous improvement of best value and your own continuous personal development.	
	Commitment to equal opportunities and core values of Govan Housing Association.	
Other	Willingness and able to work a flexible working week including some weekends and evenings.	

Recruitment and Response Instructions

Thank you for expressing an interest in the position Temporary Quality Assurance Officer within the Property Services 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 9am on Wednesday 14 May 2025 (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 Friday 16 May 2025.

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

Recruitment, Terms and Conditions

Location:	Govan Housing Association, 35 McKechnie Street, Govan, Glasgow, G51 3AQ.
Standard Hours of Work:	35 hours per week
Grade & Salary:	EVH Grade 7 - £40,635 - £44,619
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	06.05.25
Closing Date for Applications	14.05.25 (9am)
Shortlisting of Candidates By	16.05.25
Interviews	21.05.25
Successful Candidate notified by	22.05.25

Interview Format

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

The interview panel will consist of the following representatives:

Kerry-Ann Wallace – Director of Customer Services
 Kimberley Cowan – Customer Service Manager
 Danielle Symon – Customer Service Team Leader

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.