



Application Pack

1 July 2025

Dear Applicant

Post of Asset Administrator

Please find attached the application pack for the above post.

The **closing date** for the return of the completed applications and equality monitoring form is:

12 noon Monday 21st July 2025

Please submit a **CV with cover letter**. Guidance notes for applicants be found on page 12. Please read our separate transparency statement for information on how we use your personal data.

The provisional interview date is week beginning **Monday 28th July 2025** .

If you have any questions or, would like further information, please do not hesitate to contact Vicky Ross, HR & Corporate Services Officer at recruitment@elderpark.org.

Thank you for your interest and we look forward to receiving your application.

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Welcome to Elderpark

Dear Candidate

Thank you for your interest in working with Elderpark Housing Association.

We are an organisation based within the local community and see the role of a Housing Association as much more than just providing homes for our tenants to live within.



Elderpark Housing is an organisation that seeks to recruit excellent and high potential employees and provide them with the support to flourish and have a thriving and successful long term career with the association and the sector. We believe this will be an exciting and interesting role working for an organisation that values our employees placing a significant emphasis on them achieving their full potential. We will support you to develop your skills, undertake any training and education which benefits your professional development and provide you with the tools to be successful in the position.

Within a sector where there is a set grading structure, the monetary offer doesn't differ considerably but what we offer is an outstanding modern working environment which is caring and friendly. You will have the opportunity to contribute to our ongoing success as an award winning, well respected and prominent housing association both within the community and the sector.

This year we will be celebrating 50 years of Elderpark and so there has never been a better time to join our team and get involved with our celebrations.

I hope the opportunity to work with Elderpark Housing is something that interests you and look forward to receiving your completed application.

Gary Dalziel

Gary Dalziel
Chief Executive

About Elderpark

Elderpark Housing was established in 1975 and currently owns approximately 1260 homes with majority being in Central Govan although we have a number of properties within the areas of Ibrox, Kinning Park and Cessnock.

In addition to being a landlord we provide factoring services to approximately 240 owners. The vast majority of our homes are tenemental flats which account for over 80% of the stock the Association provides for rent.

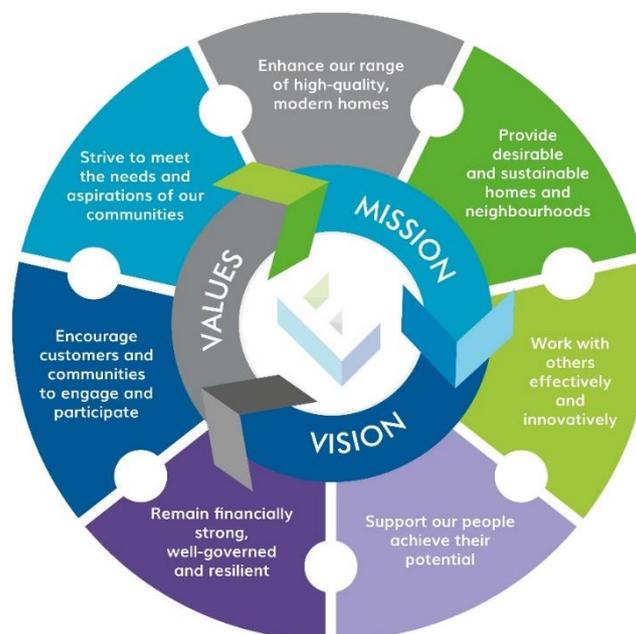
The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a Voluntary Management Committee of up to 15 people and currently employ around 34 staff.

Our Vision

A Vibrant neighbourhood where everyone can prosper.

Our Values

Adaptable, Caring, Fair, Reliable, Open



Job Description

Job Title:	Asset Administrator
Grade:	EVH Grade 6 (Spinal Points PA17 – PA20)
Salary:	£34,745 - £37,984 per annum
Responsible to:	Asset Manager

Job Outline

Primary Purpose

To deliver an effective and efficient maintenance and property management service for all properties managed by Elderpark Housing Association, in accordance with the Association's policies, legal and regulatory requirements, and help achieve the Association's aim to provide high quality affordable housing for our communities.

Service Delivery

To provide a courteous and responsive repairs and maintenance service to tenants and homeowners, helping to identify and act on maintenance priorities while maintaining the highest possible standards of our housing stock.

Administrative Support

To undertake all maintenance administrative processes, including reactive repairs, planned maintenance activities, and routine cyclical maintenance programmes for the Association.

Main Duties and Day-to-Day Responsibilities

Maintenance Administration Daily Tasks:

- Act as the first point of contact for all maintenance enquiries from tenants and homeowners, handling calls, emails, and face-to-face requests professionally and efficiently
- Raise work orders in the Association's housing management system in line with Elderpark's repair policies, either directly from tenant calls or as instructed by the Asset Manager or other senior staff
- Identify repairs requiring pre-inspections and coordinate with contractors or maintenance officers for assessment
- Liaise daily with customers and contractors, ensuring information is accurate, timely, and that customers are kept fully informed of repair progress, appointments, and expected completion dates
- Monitor inbound contractor queries & instruct contractors on routine repairs, emergency works, and gas safety matters in accordance with established procedures

- Monitor incomplete works orders, escalating where necessary
- Process invoices for authorisation ensuring the correct work claimed, variations are checked and queries addressed with contractors escalating more complex queries
- Process and record all tenant/homeowner recharges, preparing and issuing invoices in accordance with policies and procedures.

Weekly Tasks:

- Pursue outstanding recharge debt in accordance with policies, maintaining up-to-date records and liaising with the Finance team
- Monitor and maintain maintenance databases, highlighting any concerning data trends or anomalies to the Asset Manager

General Duties

Daily Operations:

- Provide first-line support for all general maintenance enquiries via phone, email, and reception
- Support delivery of the Association's Repairs and Maintenance Policy outcomes, working to achieve performance targets for repair timescales and legal compliance requirements
- Monitor tenant satisfaction levels and contribute to service improvement initiatives

Weekly and Monthly Tasks:

- Assist in the production of routine reports for senior staff and Management Committee, analysing repair trends and recharge data
- Monitor the Association's gas servicing programme, liaising with contractors to ensure annual safety checks are completed in accordance with policy and legislation
- Create and maintain property database records for day-to-day repairs, cyclical works, and adaptations, providing information as requested by colleagues
- Ensure monthly contractor KPI's are tracked against agreed targets, identifying areas for improvement

Ongoing Responsibilities:

- Handle routine complaints in accordance with Elderpark's Complaints Policy and Procedures, escalating complex issues as appropriate
- Update property records and diary systems as required or instructed by the Asset Manager
- Provide front desk customer support when required, maintaining professional standards at all times
- Support colleagues in producing content for tenant newsletters, engagement events, and satisfaction surveys
- Undertake any other reasonable administrative duties as requested by senior colleagues

Compliance and Safety

Daily Monitoring:

- Ensure all gas safety compliance requirements are tracked and up-to-date
- Monitor electrical safety testing schedules and coordinate contractor access
- Maintain accurate records of all safety-related works and certifications
- Report any health and safety concerns immediately to the Asset Manager

Customer Service Excellence

Continuous Responsibilities:

- Maintain high standards of customer service in all interactions
- Respond to enquiries promptly and professionally
- Ensure clear communication with tenants regarding repair appointments and progress
- Handle difficult situations with patience and empathy
- Contribute to achieving high tenant satisfaction scores for repairs and maintenance services

Key Performance Indicators

Response Times: Answer all calls within 3 rings, respond to emails within 24 hours

Work Order Processing: Raise urgent repairs within 2 hours, routine repairs within 24 hours

Customer Satisfaction: Contribute to achieving 95%+ satisfaction with repairs service

Compliance: Maintain 100% gas safety compliance across the housing stock

Data Accuracy: Ensure all maintenance records are complete and up-to-date

Working Relationships

Internal:

- Asset Manager (direct line management)
- Housing Officers
- Finance team
- Senior Management Team
- Reception/Customer Services staff

External:

- Tenants and homeowners
- Maintenance contractors
- Utility companies
- Regulatory bodies
- Local authority building control



Additional Information

This job description will be subject to periodic review as the needs of Elderpark Housing Association evolve. The post holder may be required to undertake additional duties commensurate with the grade and nature of the post.

Location: Elderpark Housing Association offices and occasional site visits

Travel: Occasional travel to properties within Elderpark's operational area may be required.

Asset Administrator Person Specification

Qualifications and Experience	Essential	Desirable
A relevant qualification at HNC/HND level or above		X
Experience working in a customer focussed environment working with customers and colleagues to deliver excellent customer service which exceed standards	X	
Delivering effective administration support to colleagues and maintaining an efficient and effective maintenance and repairs function	X	
Previous experience in a repairs and maintenance environment in social housing		X
Experience in communicating with customers and colleagues by telephone, face to face and by email	X	
Knowledge	Essential	Desirable
Familiar with maintenance and repairs administration and following the associated policies and procedures ensuring compliance with legal and statutory obligations	X	
Basic understanding of building maintenance, repairs and construction practices	X	
Knowledge of health and safety regulations relevant to maintenance work, ensuring a safe working environment	X	
Knowledge of social housing sector and how housing associations work		X
Skills and Abilities	Essential	Desirable
Proficient ICT skills including use of MS Office Packages, spreadsheets and IT information systems to produce high quality written material including invoices, reports, newsletters etc.	X	
Ability to work with public, contractors and consultants to deliver high standards of customer service whilst building and sustaining excellent working relationships	X	
Proven track record of achieving individual objectives and contributing to overall team performance	X	

Ability to handle complaints and resolve issues professionally and effectively, escalating more complex complaints when necessary		X
Ability to follow health and safety procedures	X	
Ability to maintain a high degree of accuracy and attention to detail	X	
Problem solving skills including ability to diagnose maintenance issues and determine appropriate solutions	X	
Other	Essential	Desirable
Take responsibility for self-development and continuous improvement with a willingness to learn and develop new skills	X	
A commitment to contribute to service improvement initiatives	X	
Flexibility in working arrangements (willing to work outside normal working hours when required)	X	
Driving license and access to your own car		X

Summary of Principle Terms and Conditions of Employment

Job Title:	Asset Administrator
Salary:	£34,745 - £37,984 per annum EVH Grade 6 (Spinal Points PA17 – PA20)
Contract:	Full Time, Permanent
Hours of Work:	35 per week, Monday to Friday 9am to 5pm (also a requirement to work out with office hours).
Leave Entitlement:	Up to 30 days annual and 13 public holidays.
Place of Work:	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)
Notice Period:	4 Weeks
Salary Payment Date:	27 th of each month
Pension:	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%
Professional Fees:	One set of relevant professional fees paid annually

This summary is for guidance only and will not form part of the contract of employment.

All offers of appointment are subject to two satisfactory references, proof of identity to work in the UK, a Basic Disclosure Scotland Certificate and proof of qualifications where necessary.

People Benefits



Why work with us?

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days Annually
- Health & Wellbeing initiatives
- Counselling Services
- Professional Membership Fees (annually)
- Employee voice channels including an Employee Forum
- Pension scheme with a maximum contribution of 12% employer provided employees pay 6%

Winning the CIH award for 'Excellence in Learning and Development' November 2023.



Our Values

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|-----------|--|
| Caring | We demonstrate a caring, kind and compassionate nature. |
| Reliable | We are honest, trustworthy and reliable in everything we say and do. |
| Fair | We are fair and non-discriminatory at all times, treating each individual with the utmost respect. |
| Open | We display strong integrity, ensuring everything we do is carried out in an open and transparent manner. |
| Adaptable | We are adaptable and responsive to change in order to meet the needs of our customers and organisation. |

Applying for a role Elderpark Housing

Top Tips

We want our recruitment process to reflect our organisational values and be a positive experience for all candidates. In order for you to have the best opportunity in the process, we would like to provide you with the following information.

We invite candidates to submit a CV with cover letter for our roles. Here is some information on what information to include to ensure you have the best chance when we shortlist.

CV

Your CV allows you to summarise your education, work history, skills and experience which relate to the job you are applying for. Your skills and experience will be assessed against the essential criteria in the person specification on page X so make sure your information is relevant by:

- Checking your CV is up to date including dates of employment with reasons for breaks in career
- Highlight the skills and experience relevant to the role you are applying for avoiding sending a generic CV
- Provide details of your education, employment history and voluntary experience

Cover Letter

The purpose of a cover letter is to complement your CV and showcase your relevant skills and experience against job requirements along with personal qualities such as motivation, work ethic and teamwork skills.

We want you to showcase your personality, what drives you and how you align with the culture of our organisation and its values. Ensure you read the job description and person specification so you are clear about the role and the job requirements.

Consider including the following:

1. **Introduction** – introduce yourself to us
2. **Why this job?** Why are you interested in this role and the organisation?
3. **Why you?** Explain why you are well suited to the position referring to relevant skills and experience/knowledge you have relevant to the person specification on page 8/9. You could mention accomplishments, transferable skills relevant to the role. State explicitly how you meet the job criteria. Provide examples and consider using the **STAR** technique.

We hope this information helps you and we wish you all the best with your application.

Guidance Notes for Applications

Please read these notes carefully

As part of the application process, we ask that you complete an Equal Opportunities Monitoring Form which you can access by clicking [HERE](#).

Please return your CV and cover letter to recruitment@elderpark.org.

Your application will be treated in the strictest of confidence.

If you wish to post a hard copy of your application, the full postal address is as follows:

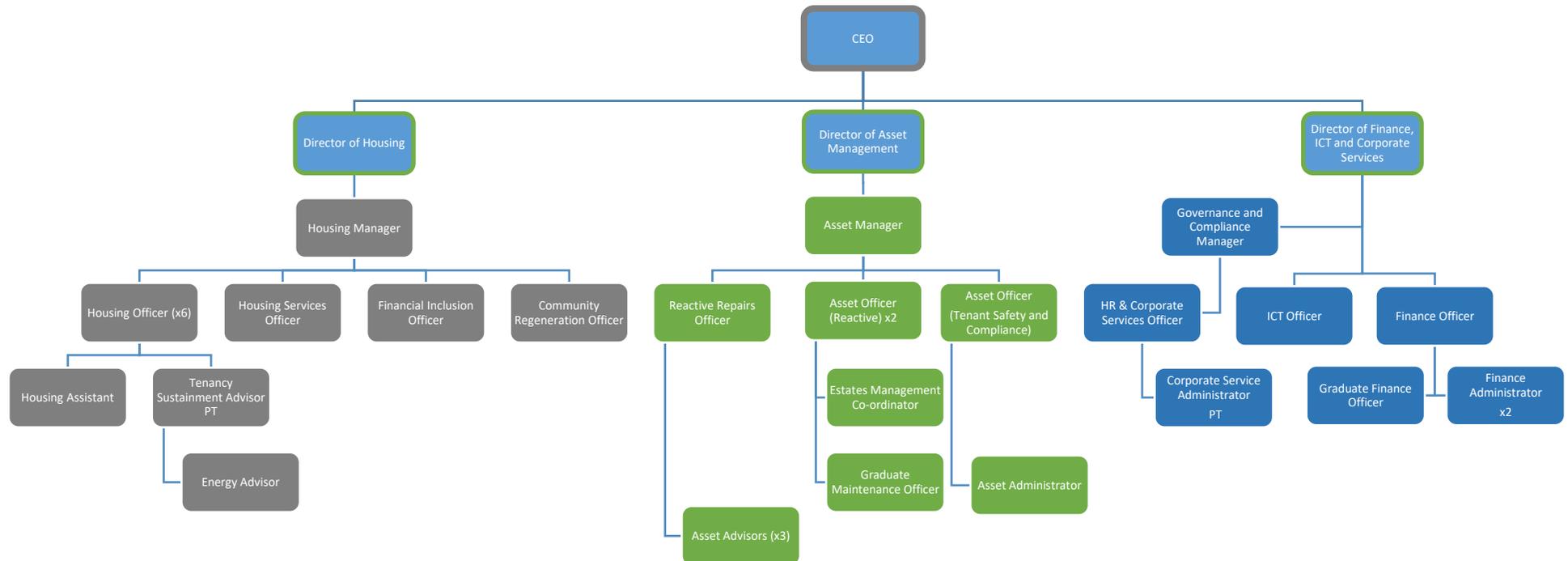
**Corporate Services Department
Elderpark Housing
65 Golspie Street
Govan
G51 3AX**

Applications will be considered and assessed against the requirements of the person specification in order to select the candidates for interview stage. If you are successful at this stage, you will receive an email inviting you to attend an interview. If you are unsuccessful, you will be notified by email.

If you are invited to interview, it will last for approximately 45 minutes. All information will be provided to you in an invite to interview email. If you require any adjustments to support your attendance at an interview, please let us know.

If you have any queries about the position or the selection process please contact recruitment@elderpark.org.

Elderpark Staffing Structure April 2025





Elderpark Housing Association

65 Golspie Street

Glasgow

G51 3AX

Email: Recruitment@elderpark.org

Phone: 0141 440 6164

Driving directions to our office:

<https://www.youtube.com/watch?v=z566yYSscZg>