



Application Pack

17th June 2025

Dear Applicant

Post of **Asset Manager**

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 Wednesday 2nd July 2025

Please submit a **CV with cover letter**. Guidance notes for applicants be found on page 12/13.

The provisional interview date is **week commencing 14th 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 Manager
Grade:	EVH Grade 9 (Spinal Points SM1-SM3)
Salary:	£53,904 - £56,558 per annum
Responsible to:	Director of Asset Management and the Chief Executive

1.0 Key aims of the post

The key aim of the post is to provide day-to-day line management and support to the Asset Management Team in the delivery of an efficient and customer focussed repairs and maintenance service to tenants residing within Elderpark Housing's homes and to deliver good quality affordable housing within our communities.

The focus of the role:

- The provision of a dedicated repairs and maintenance service, ensuring high customer satisfaction levels, meeting regulatory requirements and delivering business goals
- To be responsible for the management, motivation and development of the asset management team by providing excellent management qualities, support and training to team members
- To provide a systematic approach to performance monitoring/achievement of Performance Objectives including the ARC
- To implement a strong ethos of outstanding customer service within the department
- To possess a strong working knowledge of building regulations and construction best practice in property maintenance
- To provide sound and diligent contract administration and compliance to provide best value and improved services
- Actively participate in the decision-making process within the Asset Management Team by assessing and mitigating risk, budget setting and monitoring, policy developments and building and maintaining partnerships
- Promote a culture of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy
- To assist the Director of Asset Management in undertaking a range of duties in relation to Development Projects
- To foster cross-departmental collaboration in the delivery of Elderpark's services

2.0 Principal Responsibilities and Duties

- Responsible for the development and delivery of an integrated and consistent reactive, void, planned and cyclical repairs and maintenance service provision across all tenures
- Responsible for the monitoring and scrutiny of maintenance and repairs contractors performance and applications for payment ensuring all contract terms and targets are met in accordance with timescales, quality, performance, variation control and customer satisfaction
- Undertaking regular analysis of repairs to identify trends and failing components for updating into the associations 30 year planned maintenance programme
- Ensure that the association meets our tenant safety obligations in relation to key aspects including gas safety, asbestos management, fire safety, electrical safety, legionella, lift safety and the control/elimination of dampness and mould.
- Ensuring that the maintenance team delivers all repairs and investment projects by adhering to best practice, policy and procedures that meets our regulatory and business objective requirements
- Apply strategic and innovative thinking to enhance asset value, value for money and customer satisfaction in consideration of service modernisation, preventative, void, and reactive maintenance strategies
- Promote and develop customer engagement activities associated with service reviews, component selection and consultation events for contracts and future programmes
- Support the Director of Asset Management to ensure that Elderpark meets all statutory and regulatory compliance in its role as Registered Social Landlord and factor
- Together with the Director of Asset Management procure contracts and contractors in accordance with the association's Procurement Policy and procedures, striving to achieve value for money and to deliver sustainable outcomes
- Work with the Director of Asset Management to ensure we meet current and future energy efficiency targets and obligations
- Assist the Director of Asset Management in the ongoing reviews of the associations 30 year maintenance plan

3.0 Strategy and Performance

- Carry out effective budget management reviews with Director of Asset Management ensuring value for money and cost control is achieved in all aspects of service delivery
- Develop, analyse and review targets and Key Performance Indicators across the maintenance service
- Review and monitor adherence to Repairs Service Standards and ensure best practice in the use of the various information systems within the maintenance team
- Co-ordinate a partnership working approach with colleagues and teams to improve services to customers
- Take responsibility for the organisation and delivery of projects under the direction of the Director of Asset Management

- Recruit, manage and lead the Asset and Compliance team to include setting key targets and personal development plans, ensuring these are achieved through regular one-to-ones and performance assessments
- Provide regular reports on service delivery relating to individual contractor's performance, including compliance with targets and required contractual standards.

4.0 Operational Responsibilities

- Provide positive and effective leadership of the Asset Management team on a daily basis
- Ensure that the highest standards relating to health and safety are adhered to and that staff are complying with their responsibilities and outputs as an employee of Elderpark Housing
- Ensure that contractors are regulated in terms of Elderpark's legislative obligations relating to health and safety performance and outputs (e.g. CDM 2015 regulations)
- Ensure that contractors maintain the highest standard of customer care and awareness whilst carrying out works in and around our tenants homes
- Ensure that an out-of-hours call out response service is available and maintained within the Asset Management Department.

5.0 Systems Administration

- Prepare and submit monthly data and information for the Annual Return on the Charter and other relevant regulatory requirements
- Be fully conversant with the Association's computerised information management systems and utilise phones, tablets and other electronic devices to assist in the provision an effective maintenance service
- In conjunction with the Asset Management team take responsibility to ensure that a module(s) within the Housing Management information management system is utilised to its optimum efficiency and where appropriate identify the training needs of other users within the department to ensure system up-upgrades are implemented and fully effective
- To ensure all related statistical databases that may be in use are consistently validated and to report any issues to the Director of Asset Management.

6.0 Other

- Attend (organise where applicable) residents' meetings, consultation events
- Attend Housing & Maintenance Subcommittee meetings and present performance and other maintenance related reports as required by the Director
- Any other duties specified by the Director of Asset Management or the CEO that would be considered reasonable for an Asset Manager to undertake

It should be noted that this is a new position within the organisation and as such the duties may evolve over time. The principle duties are designed to provide a guide to the types of activities that may be undertaken on a daily basis within the Association.

Asset Manager Person Specification

Qualifications and Experience	Essential	Desirable
Experience within a Registered Social Landlord or similar housing organisation repairs service		X
Construction qualification and/or equivalent relevant work experience	X	
Contract management experience and management of contractors	X	
Experience of developing and implementing an efficient, compliant repairs service with a focus on a “right first time” approach	X	
Experience of property maintenance management, including reactive, void repairs and planned maintenance contracts	X	
Experience of budget planning and budgetary control, and management		X
Previous experience using Bespoke Housing Software Systems		X
Experience of reporting to a voluntary Management Committee		X
Experience of managing corporate Health and Safety standards, and a working knowledge CDM 2015 regulations	X	
Knowledge	Essential	Desirable
A good understanding of current procurement processes and regulations.		X
Sound knowledge of relevant performance standards, good practice, regulation and key performance indicators.	X	
A working knowledge of Risk Assessments and Method Statements in relation to Repairs and Maintenance	X	
A strong knowledge of Asbestos, Gas safety, Legionella management, electrical safety, lift safety, fire safety	X	
An understanding of the health and safety obligations for an RSL within tenants homes, the wider community and our office environment		X
Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates		X

Proven ICT skills in a range of Microsoft packages		X
Skills and Abilities	Essential	Desirable
Excellent communication, listening and interpersonal skills	X	
Represent Elderpark HA and the wider housing sector in a positive light	X	
Ability to develop good relationships with colleagues, the management committee and external stakeholders	X	
Excellent professionalism, discretion and confidentiality	X	
Excellent work planning skills and the ability to prioritise workloads	X	
Excellent skills in engaging, motivating and inspiring colleagues		X
Ability to innovate and embrace opportunities for change	X	
Ability to work under pressure with minimum supervision	X	
Other	Essential	Desirable
Take responsibility for self-development and continuous improvement	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 Manager
Salary:	£53,904 - £56,558 per annum from 1 April 2025 EVH Grade 9 (Spinal Points SM1-SM3)
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:	8 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 pages 8 and 9 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. 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:

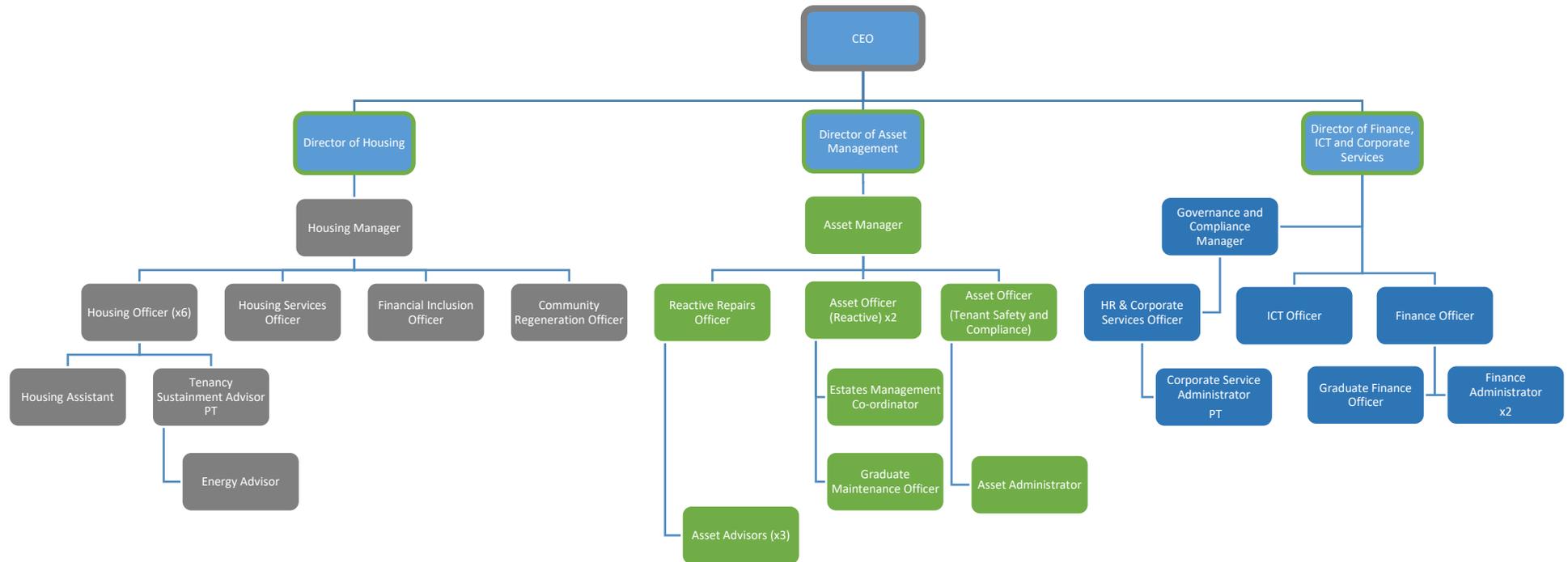
**Corporate Services Department
Elderpark Housing
65 Golspie Street
Govan
G51 3AX**

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>