



Application Pack

9th April 2025

Dear Applicant

Post of Asset Officer (Tenant Safety and Compliance)

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 28th April 2025

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

The provisional interview date is week beginning **Monday 5th May 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.

Contents	Page
CEO Welcome	2
About Elderpark	3
Job Description & Person Specification	4-13
Summary of Terms and Conditions	14
People Benefits and Values	15
Guidance Notes for Applicants	16
Organisational Chart	17
Office Location and Directions	18

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 1350 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 Officer (Tenant Safety and Compliance)
Grade:	EVH Grade 7 (Spinal Points PA22 to PA25)
Salary:	£40,635-£44,619 per annum
Responsible To:	Asset Manager, Director of Asset Management

1. Key Aims of the Post

The key aim of the post is to deliver Tenant Safety and Compliance across our internal operations and external service delivery areas to ensure that the Association meets its regulatory, statutory and policy requirements in relation to its residential, office and commercial properties.

The Asset Officer (Tenant Safety and Compliance) will be responsible for providing regular, accurate, and detailed reports on our tenant safety and compliance activities. Reporting to the Asset Manager and Director of Asset Management, the post holder will play a crucial role in ensuring that the organisation adheres to all regulatory requirements, while also monitoring and reporting on performance and risks.

The post holder should have a high degree of knowledge within the subject area and ensure adherence to all relevant regulatory, legislative and compliance requirements and best practice. It is anticipated that the post holder will have a strong technical and property knowledge and the ability to supervise administrative colleagues to ensure that a high standard of compliance is achieved at all times.

As the Asset Officer (Tenant Safety and Compliance), you will actively promote a culture of compliance and continuous improvement through engagement, stakeholder influence, training and support, implementation of best practice and contractor management. You will have a strong commitment to delivering the highest standards of customer service and communication through the provision of excellent advice, information and support.

The focus on the provision of this service will be to ensure that your approach:

- Is based upon a desire to get things right first time and achieve individual targets and goals
- Offers a consistent and high-quality service which meets the needs and aspirations of our tenants and both internal and external stakeholders
- Be a visible, professional and approachable member of the team to tenants and residents within our area of operation

- Build relationships and influence to enhance service delivery
- Understand and apply internal policies and procedures and make suggestions for improvements within your sphere of influence
- Keep abreast of changes in relation to relevant housing, maintenance and building health and safety legislation and good practice and apply this knowledge in the provision of your service
- Embrace the use of digital services, technology and means of communications to deliver a more effective and person centred approach to service delivery
- Demonstrate a high level of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy
- Ensure compliance with all relevant legislative and regulatory frameworks, both current and emerging.
- Prepare and deliver accurate, timely reports on compliance and organizational activities to the Chief Executive and Management Committee.
- Monitor and evaluate the organization's adherence to internal policies and external regulatory requirements.
- Collaborate with various departments to ensure that compliance requirements are understood and met across the organisation.

2.0 Principal Responsibilities and Duties

2.1 Compliance

To monitor and administer all aspects of the Association's Compliance in key Tenant and Property Safety areas outlined below ensuring any remedial actions are undertaken within a timely manner, and in accordance with legislation and statutory guidance as required for both residential and commercial properties. A key element of ensuring compliance across this area of business is identifying, managing and mitigating the risks contained within each of these areas:

- Gas safety
- Legionella/water management safety
- Electrical safety
- Fire Safety
- Lift Safety
- Asbestos
- Damp and mould
- SHQS
- Damp and mould

In terms of compliance, it is expected that the post holder will have a broad and detailed knowledge of each of the areas listed above, a detailed understanding of the legislative and regulatory requirements and be able to put in place effective management systems to ensure compliance is achieved and maintained across all areas.

2.2 Management of Contracts, Procedures, Systems and Contractors

- Provide effective management and oversight of contracts, procedures and administrative systems, ensuring safety and compliance to our residential, office and commercial properties
- Take responsibility for developing and maintaining effective processes and procedures to ensure all compliance records, including details of inspections, risk assessments, audits and management information systems are kept up to date with good quality and accurate data, to enable regular analysis to be carried out
- Work with Asset Administrator and wider assets team to ensure compliance administration is maintained to a the highest standard
- Monitor quality assurance inspections and processes across all compliance management functions and report to the Asset Manager and Director of Asset Management on progress with these activities
- Ensure the effective management and oversight of contractors providing tenants health and safety compliance functions
- Investigate and close complaints in-line with the associations Complaints Handling Policy and Procedure with a focus on front line resolution
- Provide support to the Asset Officer(s) and Asset Manager to inform the development and implementation of proactive future compliance of management programmes
- Implement compliance management works programme to ensure achievement of all regulatory requirements and statutory guidance, specifically ensuring that every Elderpark property has an annual gas safety certificate (CP12) and five yearly electrical test (EICR), and that the Association responds to any changes in legislation or standards timeously and appropriately
- Provide effective management and oversight of any remedial works from CP12's and EICR's to ensure works are completed in line with legislation and best practice, effectively and accurately recording such works to create clear audit trails
- Work with Estate Management Co-ordinator to ensure appropriate fire safety record keeping is in place within our residential flatted accommodation
- Put processes in place to ensure accurate information is available on the compliance standards achieved by Elderpark Housing Association stock, clearly identifying risks and develop programmes of works and proportionate actions to reduce these risks

- Ensure all works required as part of risk assessments or audits are actioned timeously and in line with procedures and any legislative requirements
- Monitor the various programmes of works carried out by contractors to ensure these are delivered, flagging any area of potential non-compliance prior to key dates to allow mitigating actions to take place
- Comply with regulatory requirements, and good practice guidance and adhere to our policies and procedures
- Monitor the Energy Performance Register (EPC Register) ensuring EPC's have a consistency of results, updating EPC register and ensuring certificates are provided and can be accessed for re-let and other purposes. Instruct new EPC's when significant energy improvements have been made
- Ensure the Asbestos Register and the Damp and Mould Register is up to date and work with Asset Officer's to ensure that that annual inspections are carried out and recorded, actioning all required works or further investigation
- Provide information to the Director of Asset Management, as the Associations competent and responsible person under the Control of Asbestos Regulations (2012) (CAR2012), in relation to any asbestos related risks and controls.
- Working with the team on the monitoring and maintaining records of the progress of works required to achieve and maintain SHQS and environmental targets including EESSH, EESSH2 and Net Zero
- Monitor the performance of all compliance contractors utilising contract KPI's and provide reports to the Asset Manager and Director of Asset Management on performance on a weekly or monthly basis as agreed
- Arrange, participate and when required be the lead officer in compliance contract meetings, ensuring annual schedule of meetings is in place at frequencies commensurate with the nature of the contract and the potential risk posed
- Where required, support the Director of Asset Management in the reporting of any RIDDOR cases to the HSE or other breaches of health and safety to appropriate bodies/contractors.

2.3 Procurement

- Working with the Director of Asset Management and the Asset Manager to provide information, recommendations and guidance on any health and safety compliance aspects to be included within the preparation of tender documents
- Ensuring the Association meets its responsibilities as client in relation to the Construction (Design and Management) Regulations
- Where applicable, assist in the qualitative assessment of returned tenders in relation to compliance requirements for contractors

- Provide financial/budgetary information in relation to health and safety compliance for inclusion within future tenders

2.4 Financial and Budgetary Control

- Be responsible for the approval and authorisation of applications for payments within the associations Scheme of Financial Delegation
- Approve invoices up to permissible authorisation levels on the in-house electronic invoicing system
- Confirm permission for works, or other costs including variations in line with agreed limits
- Liaise with Asset Manager and Director of Asset Management on any budgetary information requests

2.5 Reporting

- Demonstrate a sound understanding of the associations requirements in relation to the Annual Return on the Charter to allow effective and accurate reporting to the Asset Manager
- In-line with the associations performance management framework, provide all required information to the Asset Manager on a quarterly and annual basis or as otherwise requested
- Have a strong and in-depth knowledge of the regulatory elements related to Health and Safety Compliance contributing to the production of reports, key statistical information and broader knowledge transfer within the remit of Health and Safety Compliance.

2.6 Safety

- Obtain quotes and instruct works/actions where required in line with our authorisation limits and policy
- Operate in house management information systems to instruct works, check repairs history, run reports and record all relevant documents
- Carry out inspections and assist with any health and safety enquiries relating to the delivery of our services
- Ensure that our customers are kept informed and updated on areas of safety relating to works or services contributing to external communications and campaigns
- Obtain customer feedback via surveys, manage any areas of dissatisfaction and provide a report on the survey

- Ensure you have a good understanding of Elderpark's Health and Safety policy and the responsibilities to ensure a healthy and safe workplace

2.7 IT systems

- Update internal Housing Management software to ensure information is easy to access and verify as evidence of compliance
- Participate in the evaluation of any proposed compliance software making recommendations on its potential application to Elderpark Housing Association
- Undertake training and learning in relation to new releases and functionality of Housing Management software as it pertains to Health and Safety compliance.

2.8 Office Health and Safety

- Act as the Health and Safety Administrator ensuring all health and safety administration follows legislation and best practice and is up to date
- Ensure the health and safety approach is regularly audited and any audit recommendations are actioned in a timely manner
- Carry out health and safety inductions for new employees, contractors and other visitors as required
- Co-ordinate and administer the signing and provision of annual responsibility statements and DSE assessments for home and office, PPE, fire drills and first aiders
- To administer the in house lone working software ensuring new and existing users are set up and cognisant with requirements for safe working practices, providing regular reports to Managers on usage
- Ensure all appropriate risk assessments and method statements are in place
- Maintain the Health and Safety Manual and ensure information is disseminated to all employees
- As Health and Safety Administrator undertake the day to day monitoring of Health and Safety Policy, and advise the Asset Manager and Director of Asset Management of non-compliance issues/areas for improvement and recommend remedies.
- Take a lead role in the oversight and delivery of areas including fire safety legionella management, gas safety, identification of trips and hazards, maintenance of fire doors, automated fire doors and the like, general H&S signage and all monitoring activities required in ensuring a safe and secure workplace.

2.9 Other

- Conduct all business in line with Elderpark's policies and procedures and in line with regulatory requirements
- Ensure your knowledge, skills and competency is up to date in line with all current building, maintenance and associated health and safety legislation and best practices
- Attend training, seminars and conferences when required
- Manage the Associations complaints handling process as per our policy and procedures
- Provide assistance on the preparation of information for customers including newsletters, leaflets, website and other social media platforms
- Attend and take part in wider organisational activities as required.

Please note that as this is a new post within the association these tasks may be subject to change as we understand the role more fully. Any changes will be identified through consultation with the post-holder and like most job descriptions may be an evolving document which adjusts to meet the business needs.

Asset Officer (Tenant Safety and Compliance) Person Specification

Qualifications Experience	Essential	Desirable
Educated to HND level or equivalent in building, construction, or other relevant professional qualification or demonstrate acceptable level of transferable skills and experience	x	
Experience / Knowledge		
<p>Previous experience in managing or involvement in the management/administration of some or all of the key compliance elements including:</p> <p>Asbestos management; Water hygiene management; Gas safety awareness; Electrical Safety (including PAT testing); Fire Safety; Lift Management; Mould, dampness, condensation management</p>	x	
Experience in working within a housing maintenance environment for an RSL or local authority housing service		x
Dealing with and resolving complaints		x
Working experience with housing management software and systems		x
Strong working knowledge and understanding of all relevant Health and Safety legislation including tenant safety compliance and also CDM 2015 regulations	x	
Understanding of Control of Asbestos, Gas Safety, Legionella, Electrical, Fire, Lifts, Mould and Dampness regulations and requirements in accordance with activities	x	
A proven ability to work on your own initiative and as part of a team	x	
Knowledge of current procurement regulations and processes applicable to an RSL		x
Understanding of Control of Asbestos, Gas Safety, Water Hygiene, Electrical, Fire, Lifts, Mould and Dampness regulations and requirements in accordance with activities	x	
A proven ability of working on your own initiative and as part of a team	x	
Knowledge of current procurement regulations and processes applicable to an RSL		x

Knowledge of Client responsibilities in relation to the CDM Regulations		
Understand the principles of asset management within an RSL maintenance/property environment		x
General understanding of technical specifications and building standards, including future compliance with EESSH2/ Net Zero targets	x	
Awareness of sustainability in housing design, construction and maintenance		x
Commitment to continuous improvement and quality in all aspects of work	x	
Skills and abilities		
Clear understanding of tenants health and safety compliance management, related risk assessments and the ability to deliver compliance management works programme to maximise efficiency	x	
Analytical skills	x	
Effective contract management skills including managing services and compliance maintenance contracts	x	
Knowledge and ability to apply budget preparation together with expenditure monitoring and reporting		x
Ability to communicate effectively with others and to be an active listener	x	
Skills to manage, develop and integrate data management systems (electronic and paper based) to ensure records are maintained and reports for KPI and other purposes are readily available	x	
Good understanding of, or ability to apply health and safety management duties including changes in regulations/good practice or guidance in respect of workplace, contracts and maintenance programmes	x	
Demonstrate excellent IT skills relevant to the post/job description	x	
Confident and positive approach to customer care and building strong customer relationships internally and externally	x	
Produce concise, accurate and effective reports to deadlines	x	
Demonstrate initiative, flexibility, problem solving and decision making in workload project management	x	

Other		
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 Officer (Tenant Safety and Compliance)
Salary:	£40,635 - £44,619 per annum EVH Grade 7, PA22-25
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

- | | |
|-----------|--|
| 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. |

Guidance Notes for Applications

Please read these notes carefully

We are inviting candidates to submit a **CV with cover letter** for this role.

It is important that your application 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 will bring to our organisation.

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:

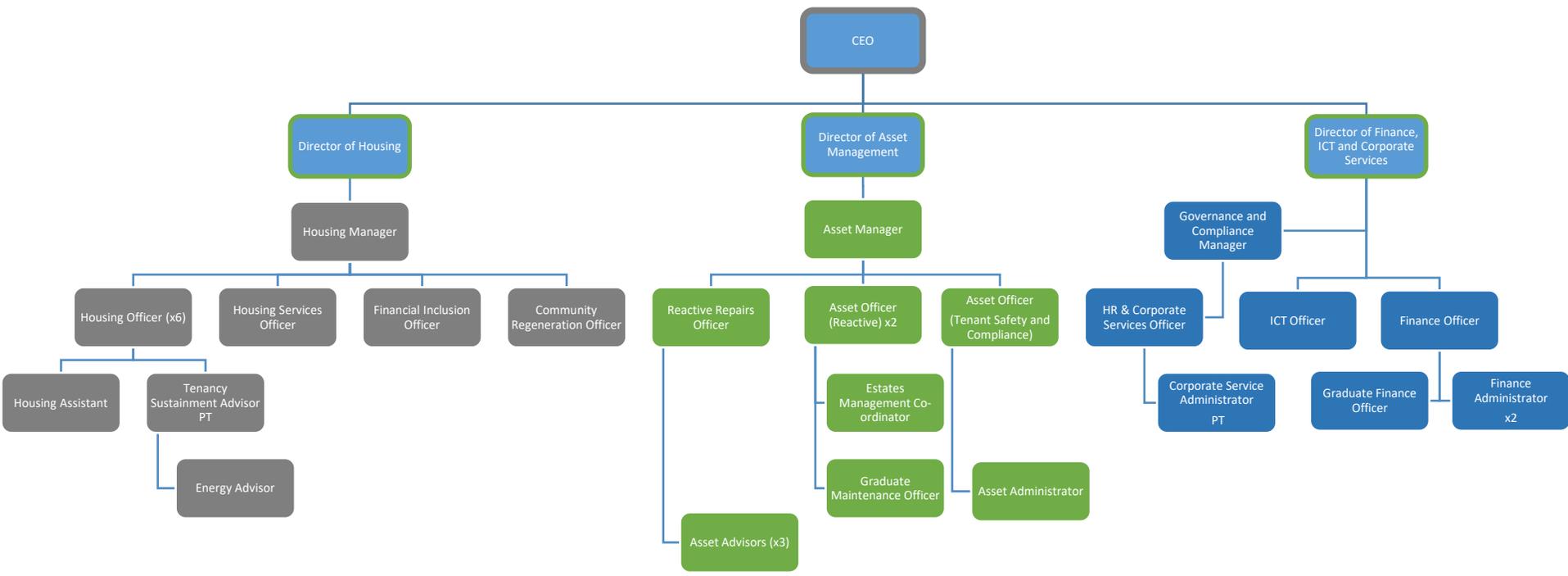
**Corporate Services Department
Elderpark Housing
65 Golspie Street
Govan
G51 3AX**

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>