



Application Pack

3rd October 2024

Dear Applicant

Post of Maintenance Officer

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:

Wednesday 23rd October 2024 at 12 noon

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

The provisional interview date is week beginning **Monday 4th November 2024**.

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.

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

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.

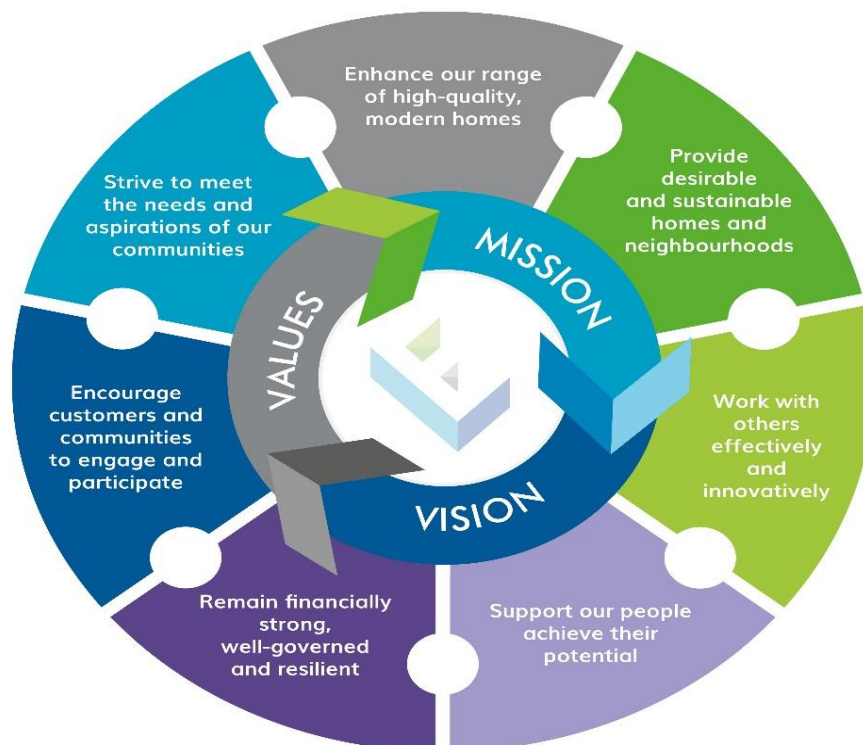
The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a Voluntary Management Committee of up to 15 people and currently employ around 34 staff.

Our Vision

A Vibrant neighbourhood where everyone can prosper.

Our Values

Adaptable, Caring, Fair, Reliable, Open



Job Description

Job Title:	Maintenance Officer
Grade:	EVH Grade 7 (Spinal Points 22 to 25)
Salary:	£39,072 - £42,903 per annum
Responsible To:	Maintenance Services Manager, Director of Maintenance Services

1.0 Key Aims of the Post

The key aim of the post is to assist Elderpark Housing is providing a high quality, effective and efficient repairs, maintenance and improvement service to the tenants and residents within our communities.

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 of the tenants and the organisation
- Be visible, professional and approachable to tenants and residents within our area of operation
- Understand and apply maintenance policies and procedures and make suggestions for improvements.
- Keep abreast of changes in relation to relevant housing, maintenance and building 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 services to individual tenants
- Provide a high level of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy

2. Key Tasks related to this post

- 2.1** Lead role in the delivery of an effective, customer focussed responsive repairs service which involves pre and post (quality) inspections to achieve target timescales.

- 2.2 Lead role in the delivery of void repairs to achieve desired quality (Re-let Standard) while meeting target turnaround timescales.
- 2.3 Lead role in achieving high quality medical adaptation installations
- 2.4 Participation in the implementation of Stock/Asset Management Strategies
- 2.5 Work with the Director / Manager in the delivery of effective cyclical, capital investment and regeneration programmes
- 2.6 Assisting Director/Manager as necessary within the defects period of new build projects.
- 2.7 Ensure compliance with the relevant tenant safety requirements within our homes and assets.

3.0 Principal Responsibilities and Duties

3.1 Implementation of the associations Repairs Service

- Operate repair and maintenance services and systems in line with procedures
- Monitor and report on repairs, including response times and targets, and management of budgets including highlighting trends of high value or recurring repairs
- Identify defects within the stock, either in response to tenant reports, or as a result of routine planned inspections
- Carry out duties in regard to the co-ordination and compliance of gas and electrical maintenance programmes
- Produce detailed reports on repairs/defects with recommendations for remedial work
- Respond to customer enquiries and complaints, including providing written responses and advice as to proposed courses of action
- Provide regular updates to the Maintenance Services Manager on current activities/priorities within area of operation
- Undertake annual common area inspections, including raising orders and post inspecting works
- Interpret technical reports for senior staff and Management Committee
- Provide technical advice and guidance throughout the organisation on matters related to our properties.

3.2 Implementation of Void Repairs Service

- Undertake inspections to identify defects within void properties in line with the requirements stated in the Void Management Policy and procedure.
- Issue instructions and carry out post inspections to bring void properties up to the re-let standard as set out in the Void Management Policy, in conjunction with the Maintenance Services Manager.
- Monitor and report regularly on contractor quality and programme performance in relation to instructed void repairs.

3.3 Implementation of Adaptation Activities

- Liaise with Occupational Therapists in relation to referrals
- Undertake appropriate technical evaluations of proposed adaptations
- Makes recommendations to the Maintenance Services Manager in relation to proposed adaptations
- Liaise with tenants, including attendance as appropriate at meetings, in relation to proposed adaptations
- Contribute to the preparation of specifications and tender documents in conjunction with the Maintenance Services Manager.

3.4 Implementation of Quality Control Measures

- Monitor and report on the quality and effectiveness of the work undertaken by contractors and consultants
- Monitor, report on and develop repairs service and quality standards, including undertaking post inspections as agreed with the Maintenance Services Manager
- Provide reports for insurance or other claims and for recoverable expenditure, as required
- Monitor and review contractor and general performance in relation to established performance indicators.

3.5 Participation in the preparation of Stock/Asset Management Strategies

- Carry out duties as instructed in regard to continuous stock condition assessment
- Contribute to the analysis of demand trends, maintenance and improvement needs.

3.6 Implementation of the Major and Cyclical Works Programmes

- Monitor the life-cycle costing programme of investment in the properties.
- Assist in the preparation of programmes, plans and specifications for investment and improvement of the housing stock in line with the Stock/Asset Management Strategies.
- Liaise with tenants in relation to the implementation of the investment programme including attendance as appropriate at tenant meetings.
- Liaise with appointed suppliers, contractors, consultants and other agencies in relation to the implementation of the investment programme.
- Carry out all management functions including tenant consultation, decanting, pre-inspection, final inspection and settling in visits as instructed.
- Assist in the effective financial control of all investment programmes, in conjunction with the Maintenance Services Manager.

3.7 New Build Projects

- Carry out duties as instructed on completion of new build contracts to ensure a high quality of workmanship and that project standards are delivered, and provide feedback to the Maintenance Services Manager throughout the defects period
- Provide all information requested by the Maintenance Services Manager in regard to defect period faults for inclusion on the end of defects list.

3.8 Co-ordination of Health and Safety activities.

- Assist the Maintenance Services Manager to ensure that all maintenance activities complies with relevant legislation
- Assist the Maintenance Services Manager in implementing the Health and Safety Policy and Manual and the relevant policies in relation to tenant safety
- Monitor, record and report on all Health and Safety issues on all sites/locations where work is being carried out
- Authorise work, following review of method statements and risk assessments in relation to works, particularly attics, legionella and asbestos works.

4.0 Miscellaneous

- Assist in policy development in relevant areas
- Produce information for inclusion in reports to the Management Committee and/or Sub-committee, as required
- Inspect, verify and monitor quality in relation to medical adaptations, tenant alterations, and other requests for permission as appropriate
- Promote tenant liaison, participation and membership, including tenant information provision
- Ensure all rechargeable work is appropriately highlighted in order to ensure monies are recovered
- Any other duties specified by the Maintenance Services Manager, Director of Maintenance Services or CEO that would be considered reasonable for a Maintenance Officer to undertake.

Maintenance Officer Person Specification

Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or similar housing related organisation		x
Educated to degree level in a relevant building related discipline		x
Working towards a professional qualification in a repairs and maintenance related discipline	x	
Member of a relevant professional body (ICOW / RICS / Chartered Institute of Housing)		x
Fully qualified trade background		x
Proven track record in effectively managing & delivering property investment & maintenance programmes	x	
Previous experience using Housing Software Systems		x
Experience of achieving KPI targets and providing a consistently high quality of service	x	
Knowledge	Essential	Desirable
Strong working knowledge of property repair and maintenance, ideally within a social housing setting	x	
Conversant with Building Standards Regulations	x	
Experience or working knowledge of life cycle costing, stock condition surveys and system management & budget monitoring	x	
Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates		x
Working knowledge and understanding of all construction related Health and Safety legislation	x	
Strong financial awareness and understanding of budgetary control		x
Proven ICT skills in a range of Microsoft packages and knowledge of promoting digital inclusion	x	

Skills and abilities		
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 and the management committee	x	
Develop and maintain working relationships with external agencies, contractors and consultants to achieve outstanding performance	x	
Excellent professionalism, discretion and confidentiality	x	
Excellent skills at planning and prioritising workload	x	
Ability to innovate and embrace opportunities for change		x
Ability to work under pressure with minimum supervision	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:	Maintenance Officer
Salary:	£39,072 - £42,903 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:	1 month
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.

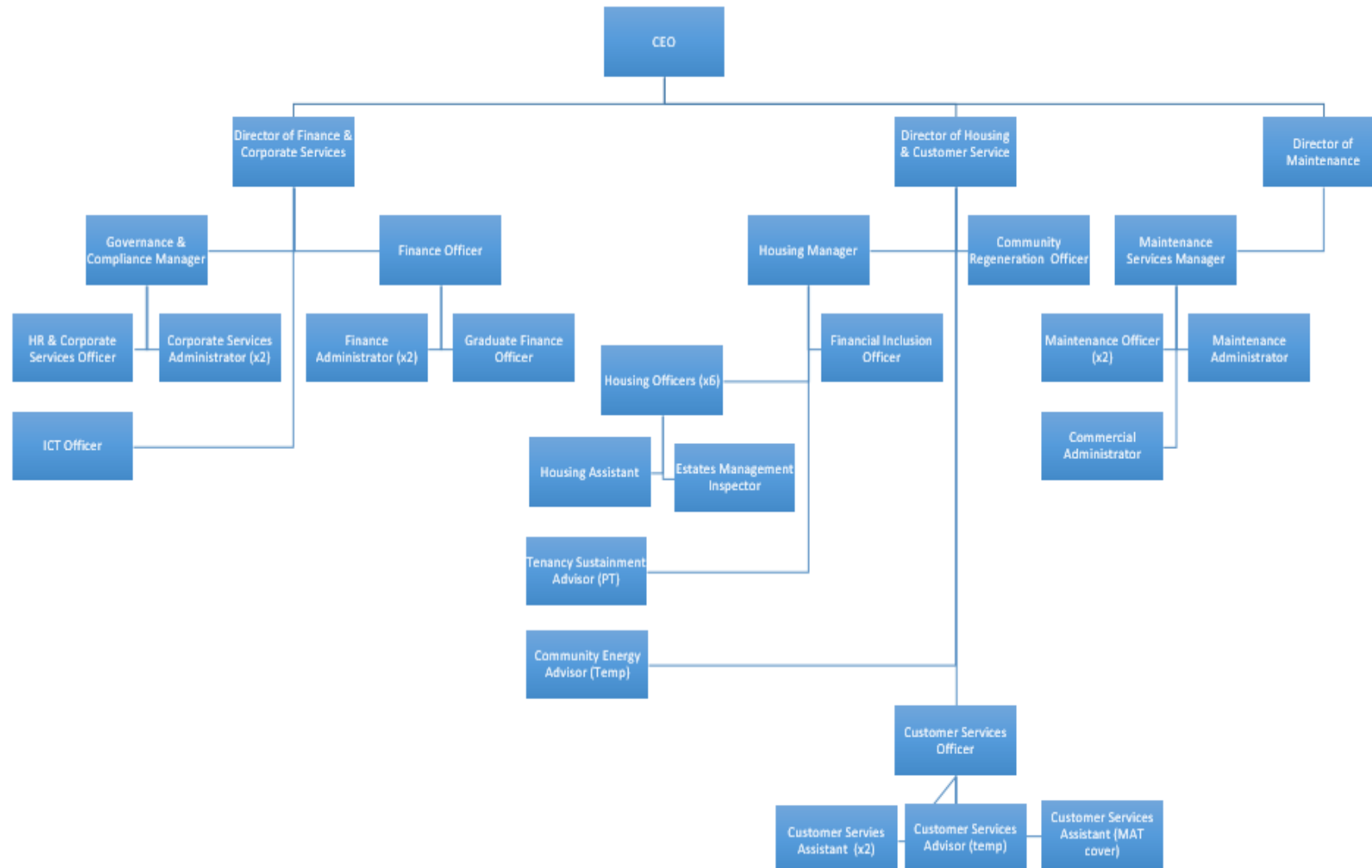
If you wish to post a hard copy of your application, the full postal address is as follows:

**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 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>