



# Application Pack

20<sup>th</sup> November 2024

Dear Applicant

## Post of Estate Management Co-ordinator

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:

**Monday 9<sup>th</sup> December 2024**

Please submit a **CV with cover letter**. Guidance notes for applicants be found on page 11.

The provisional interview date is week beginning **Monday 16<sup>th</sup> December 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](mailto: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.

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*

**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.

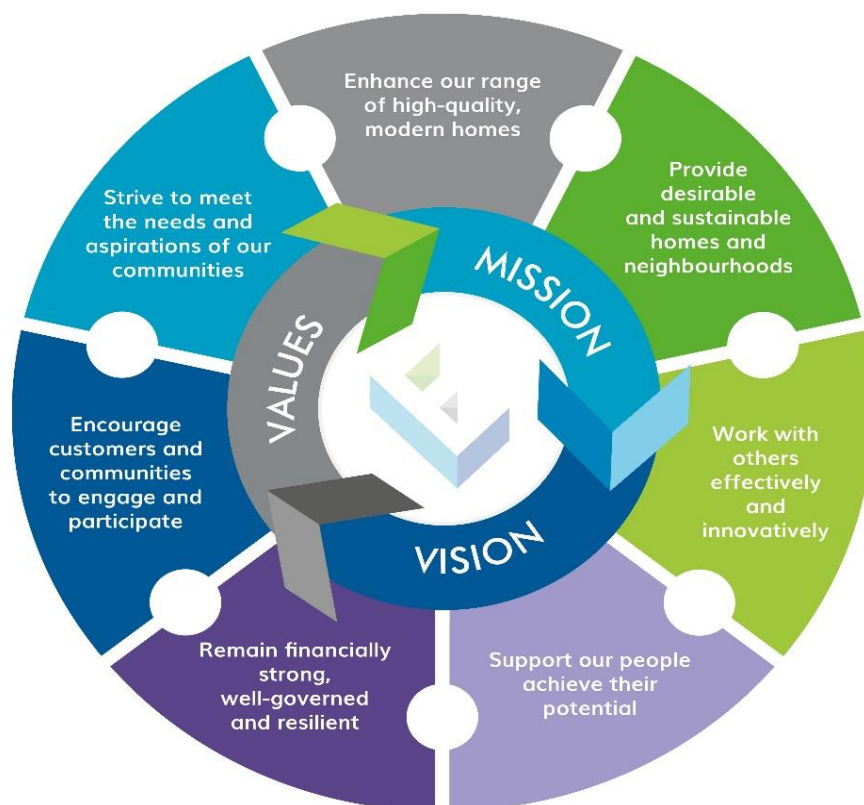
The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a Voluntary Management Committee of up to 15 people and currently employ around 34 staff.

### Our Vision

A Vibrant neighbourhood where everyone can prosper.

### Our Values

*Adaptable, Caring, Fair, Reliable, Open*



## Job Description

<b>Job Title:</b>	Estate Management Co-ordinator
<b>Scale:</b>	EVH Grade 6 (Spinal Points PA17-20)
<b>Salary:</b>	£33,409 – £36,523 per annum
<b>Reporting To:</b>	Housing Manager and to Director of Housing & Customer Services Services and Chief Executive

### Key Aims of the Post

#### Key Aim

The primary objective of the Estate Management Co-ordinator is to collaborate with various stakeholders to foster a vibrant neighbourhood that is safe, clean, attractive and well-maintained. This role involves ensuring the common areas are attractive and safe environments, recognising the connection between a clean environment and residents' health.

#### Focus on Service Delivery

- Conduct health and safety inspections of all communal areas within buildings and estates within agreed timeframes.
- Oversee contracts and contractors providing estate management services, including bulk uplift, close cleaning, composite floor contracts, pest control, and landscaping.
- Collaborate with internal and external colleagues to assist, initiate, develop, and manage local environmental improvement projects.
- Work with tenants to investigate incidents of estate management as outlined in the tenancy agreement and implement measures to reduce recurrence.
- Strive to achieve the goals and actions detailed in the estate management strategy.

### Principal Responsibilities and Duties

#### Managing the Estate Management Service

- Work with the Director of Housing and Customer Services and Housing Manager in ensuring value for money in the procurement strategy for Estate Management Services.
- Conduct regular estate management inspections of communal areas and ensure compliance with health and safety legislation and good practice.
- Undertake regular risk assessments in relation to estate management areas including common areas, garden areas and common spaces.
- Carry out regular visual inspections of pathways, roads and external areas within our estates engaging with the relevant stakeholders to alleviate any issues which arise.

- Monitor contractor performance and liaise with contractors for estate management cyclical and environmental works.
- Ensure contractual work schedules are completed on time and to specification, approving invoices for payment thereafter.

### **Estate Management and Tenancy Breaches**

- Work with and communicate with tenants to investigate complaints relating to estate management complaints / issues for example, dog fouling, graffiti, fly-tipping, unkempt private gardens, and littering.
- Collaborate with housing officers to develop solutions to prevent recurring nuisance incidents.
- Under the direction of the Housing Manager, gather evidence of persistent breaches of tenancy relating to estate management and work with the Housing Officers, and where required the Housing Manager to implement management and legal measures.

### **Building Relationships with External Agencies**

- Maintain and develop relationships with statutory and voluntary agencies to attract and focus resources on environmental services within our operational area.

### **Community Regeneration**

- Assist the Community Regeneration Officer in developing, designing and delivering activities aimed at enhancing the built environment.

### **Owners, Occupiers, and Shared Owners**

- Ensuring effective operation of the Association's Estate Management Strategy.
- Participating in discussions with owners about estate management issues and responding to residents' inquiries.
- Assisting the Housing Services Officer in ensuring factoring bills related to estate management services are accurate and transparent.

### **Tenant Participation and Engagement**

- Promote tenant participation and consultation within the organisation.
- In line with the Association's tenant participation strategy, assist in developing and promoting community consultation on neighbourhood and estate management service delivery.
- Contribute to the content of our newsletters and online publicity material.
- Conduct surveys on estate management and environmental issues.
- Respond to complaints about estate management services in accordance with the associations complaint procedure.

### **Systems and Procedure Administration**

- Update notes, cases, and raise works orders in the housing software system.
- Respond to complaints regarding estate management issues from tenants and residents respectfully and in line with relevant policies and procedures and ensure that timescales are adhered to
- Contribute to the development of procedures and strategies related to estate management services.

### **Other Duties**

- Perform any other duties specified by the Housing Manager and Director of Housing and Customer Services, or CEO that are reasonable for an Estate Management Co-Ordinator to undertake.

## Estates Management Co-ordinator Person Specification

Qualifications	Essential	Desirable
A good standard of education and/or relevant experience with a willingness to undertake continuous learning	x	
Relevant professional qualification in construction or maintenance related services		x
Experience and Knowledge		
Experience within a successful Registered Social Landlord or similar housing related organisation		x
Experience working in a customer focused service environment delivering front-line services and building relationships with customers, colleagues and contractors on a daily basis	x	
Understanding of health and safety compliance with experience of carrying out risk assessments and mitigating risks identified	x	
Knowledge and awareness of the impacts that anti-social behaviour can have within communities and an understanding of relevant policies and procedures available to address impact	x	
Proven track record of achieving individual objectives and contributing to overall team performance	x	
Numerate and IT literate with a good knowledge of Microsoft Office (for example, Microsoft Word, Access and Excel)	x	
Knowledge of current housing legislation and Scottish Housing Regulators performance standards		x
Working knowledge of housing management software		x
Skills and Abilities		
Effective problem solving and decision making skills	x	
Good interpersonal, negotiation and communication skills both verbally and in writing	x	
Excellent customer care skills, including the ability to manage a challenging and varied customer base	x	
Ability to record and investigate first line complaints in accordance with policy		x
Ability to develop and sustain good working relationships with external contractors / consultants and partner organisations as well as partnership working with peers	x	
Ability to ensure data is efficiently and accurately recorded and available for analysis, audit and reporting	x	
Ability to organise competing demands	x	

Other		
Access to car and current driving license	x	



## Summary of Principle Terms and Conditions of Employment

<b>Job Title:</b>	Estates Management Co-ordinator
<b>Salary:</b>	£33,409 - £36,523 per annum EVH Grade 6, PA17 – PA20
<b>Contract:</b>	Full Time, Permanent
<b>Hours of Work:</b>	35 per week, Monday to Friday 9am to 5pm (also a requirement to work out with office hours).
<b>Leave Entitlement:</b>	Up to 30 days annual and 13 public holidays.
<b>Place of Work:</b>	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)
<b>Notice Period:</b>	4 weeks'
<b>Salary Payment Date:</b>	27 <sup>th</sup> of each month
<b>Pension:</b>	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%
<b>Professional Fees:</b>	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](mailto:recruitment@elderpark.org).

Your application will be treated in the strictest of confidence.

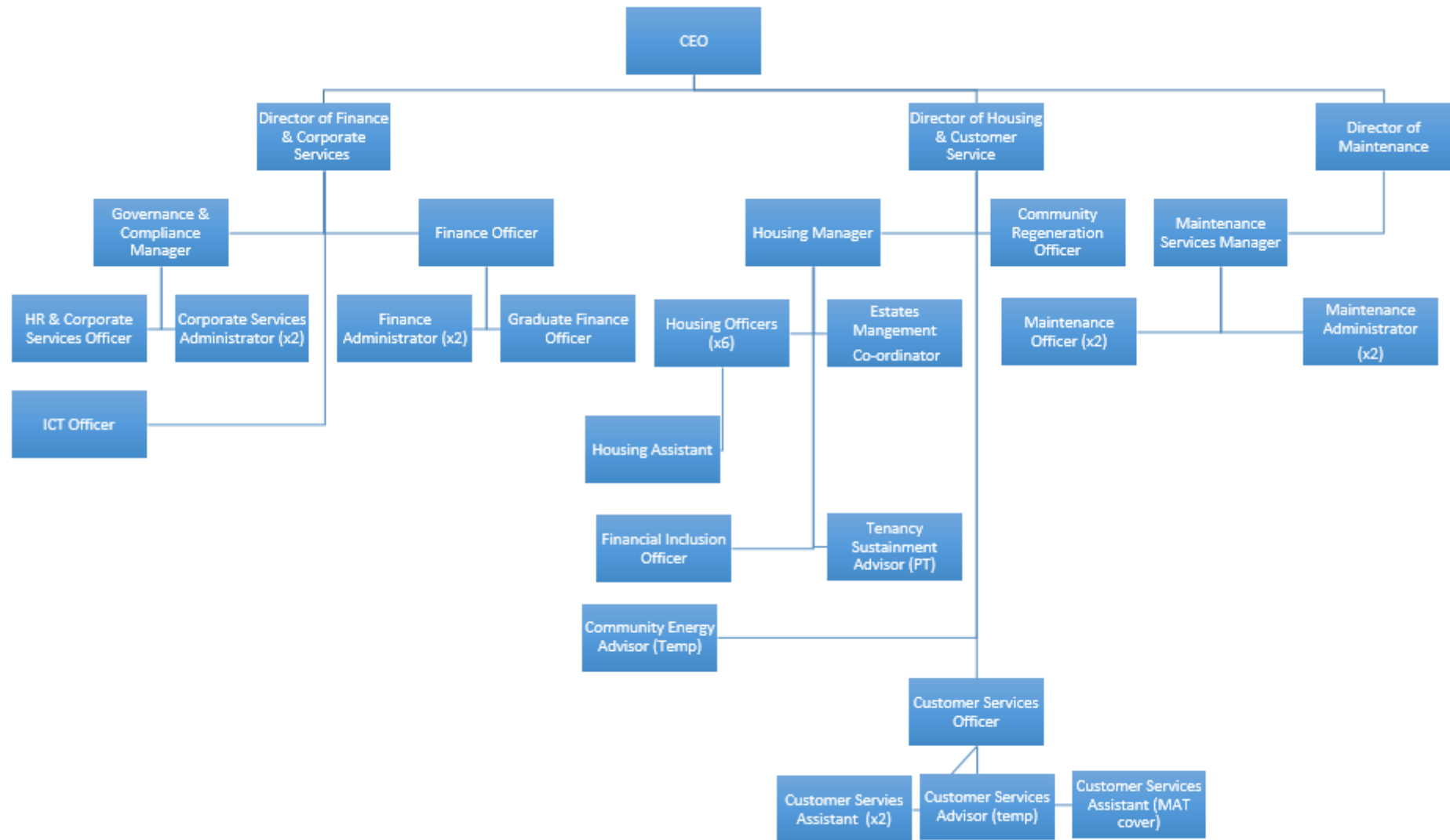
If you wish to post a hard copy of your application, the full postal address is as follows:

**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 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](mailto:recruitment@elderpark.org).





Elderpark Housing Association

65 Golspie Street

Glasgow

G51 3AX

Email: [Recruitment@elderpark.org](mailto:Recruitment@elderpark.org)

Phone: 0141 440 6164

Driving directions to our office:

<https://www.youtube.com/watch?v=z566yYsScZg>