



Application Pack

31st August 2026

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:

12 noon on Tuesday 15th September 2026

Please complete the online application form [HERE](#). Guidance notes for applicants be found on page 12.

The provisional interview date is week beginning **Monday 21st September 2026**.

If you have any questions or, would like further information, please do not hesitate to contact Vicky Ross 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

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

Vibrant Neighbourhoods, Successful Communities.

Our Values

Adaptable, Caring, Fair, Reliable, Open

Our strategic goals: What do we want to achieve?



Sustainable Homes

Our homes will be desirable, attractive, safe, energy efficient and affordable.



Responsive Services

Our services will be modern, customer focused, well designed and achieve high levels of satisfaction.



Desirable Places

Our places will be inviting, well cared for, successful and somewhere to be proud to live.



Connected Communities

Our community will be supported, engaged and well-served.

Our strategic priorities: What we will do?

Over the next 5 years we will continue to invest in our homes to ensure they meet modern standards and tenants' needs. We remain fully committed to providing additional homes to meet high levels of demand.

Over the next 5 years we will ensure tenants feel fully supported in their homes. We will respond to changes in tenants' needs, customer feedback, good practice, and advances in technology.

Over the next 5 years we will continue to play an important role in promoting Govan as a desirable place to live. We will work in partnership to enhance the local environment and build on our track record of investing in important community buildings and spaces.

Over the next 5 years we will maintain our focus on our wider community. We will work to understand gaps in local services and through our community role and partnerships with others seek to fill these. We will seek opportunities to attract funding for community projects and events.

Job Description

Job Title: Estate Management Co-Ordinator

Scale: EVH Grade 6 (Spinal Points PA17-20)

Salary: £36,517 - £39,921 per annum

Reporting To: Asset Manager, Director of Asset Management and Chief Executive

Key Aims of the Post

The primary objective of the Estate Management Co-ordinator is to lead and coordinate the effective management of estates and neighbourhoods in line with the Association's strategic vision of creating desirable places and vibrant neighbourhoods. Working collaboratively with residents, contractors, local partners and internal stakeholders, the postholder will help ensure that neighbourhoods, communal areas and open spaces are safe, clean, attractive, well-maintained and free from hazards. The role contributes to the delivery of the Estate Management Strategy by promoting environmental quality, resident satisfaction and community pride, recognising the strong link between well-managed neighbourhoods, health, wellbeing and sustainable communities.

Focus on Service Delivery

- Lead the delivery of the Association's Estate Management Strategy, contributing to the strategic objective of creating desirable places, vibrant neighbourhoods and successful communities.
- Conduct regular health and safety inspections of communal areas, neighbourhoods and estates, ensuring they remain safe, attractive, accessible and free from hazards.
- Proactively identify environmental improvements and place-based initiatives that enhance the appearance, sustainability and quality of neighbourhoods.
- Manage and monitor contracts and contractors providing estate management services, including bulk uplift, close cleaning, pest control, landscaping and environmental improvement works.
- Work collaboratively with residents, colleagues, Glasgow City Council and partner organisations to improve neighbourhood quality and address environmental concerns.
- Support community pride by promoting high standards of estate management and addressing issues that negatively impact neighbourhood appearance and resident satisfaction.
- Work with housing colleagues to investigate and address estate-related nuisance, environmental antisocial behaviour and breaches of tenancy conditions.
- Contribute to performance monitoring and continuous improvement of estate management services through resident feedback, inspections and service reviews.

Principal Responsibilities and Duties

Managing the Estate Management Service

- Work with the Asset Manager to ensure value for money and continuous improvement in the procurement and delivery of estate management services.
- Deliver and regularly review actions arising from the Estate Management Strategy and associated service improvement plans.
- Conduct regular estate inspections of communal areas and neighbourhoods to ensure compliance with health and safety legislation, policy requirements and good practice.
- Undertake risk assessments relating to Elderpark Housing common areas, landscaped areas, open spaces, routes, pathways and other estate management responsibilities.
- Monitor contractor performance and liaise with contractors delivering cyclical, environmental and neighbourhood improvement works to ensure contractual work schedules are completed on time, to required standards and within budget, approving invoices as appropriate.
- Monitor neighbourhood standards and prepare performance information, reports and recommendations for service improvements.
- Ensure estate management activities support the Association's wider objectives relating to sustainability, community wellbeing and resident satisfaction.
- Promote high-quality neighbourhood management practices that contribute to safe, clean, attractive and sustainable communities.
- Champion initiatives that improve neighbourhood appearance, biodiversity, environmental sustainability and resident wellbeing.
- Support the Association's vision of creating vibrant neighbourhoods and successful communities.
- Escalate cases to the Housing Department regarding persistent nuisance activities and breaches of tenancy conditions impacting neighbourhood quality.

Nuisance Behaviour and Tenancy Breaches

- Work with housing and maintenance colleagues to investigate estate management complaints for example, dog fouling, graffiti, fly-tipping, unkempt private gardens, and littering.
- Under the direction of the Asset Manager gather evidence of persistent nuisance offenders and work with the Housing Officers & Housing Manager to implement management and legal measures.

Building Relationships with External Agencies

- Develop and maintain effective partnerships with Glasgow City Council, Police Scotland, Local Housing associations, and other relevant third part stakeholders.
- Represent the Association at relevant multi-agency meetings relating to neighbourhood

management, environmental services and community regeneration.

- Identify opportunities to attract additional resources or funding to support environmental and neighbourhood improvement projects.
- Work collaboratively with partners to support the ongoing development of the Association's neighbourhoods as desirable places to live.

Community Regeneration

- Support the delivery of community regeneration initiatives that improve neighbourhood quality, environmental sustainability and community wellbeing.
- Encourage residents to participate in environmental improvement initiatives and community led activities.
- Work with colleagues and external partners to develop projects that foster community pride and strengthen local neighbourhoods.
- Assist the Community Regeneration Officer in developing and delivering activities aimed at enhancing the built environment.

Owners, Occupiers, and Shared Owners

- Support the effective operation and delivery of the Association's Estate Management Strategy.
- Participate in discussions with owners and residents regarding estate management issues and neighbourhood standards.
- Provide advice and information relating to shared responsibilities for communal areas and neighbourhood upkeep.
- Promote positive engagement with owners and factored customers to support attractive and well-maintained neighbourhoods.

Tenant Participation and Engagement

- Promote tenant participation and consultation throughout service delivery.
- Assist in developing and promoting community consultation on neighbourhood and estate management issues.
- Actively seek and utilise resident feedback to shape service improvements and estate management priorities.
- Support estate walkabouts, neighbourhood inspections, community engagement events and consultation exercises.
- Encourage residents to participate in environmental enhancement and neighbourhood improvement initiatives.
- Contribute to newsletters, digital communications and publicity materials relating to estate management activities.
- Assist in conducting resident satisfaction surveys and environmental consultations.
- Respond to complaints regarding estate management services in accordance with the

Association's Complaints Procedure.

Systems and Procedure Administration

- Maintain accurate records of inspections, risk assessments, contractor performance and estate management activity.
- Update notes, cases and works orders within the Association's housing management systems.
- Record and monitor service requests, complaints and environmental issues in line with Elderpark's procedures
- Contribute to performance reporting against service standards, targets and strategic objectives.
- Assist in the development and review of policies, procedures and strategies relating to estate management services.

Other Duties

- Undertake any other reasonable duties commensurate with the responsibilities and grade of the post as directed by the Asset Manager, Director of Asset Management or Chief Executive Officer.

Estate Co-ordinator Person Specification

Qualifications	Essential	Desirable
A good standard of education and/or 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 a car and current driving license	x	

Summary of Principle Terms and Conditions of Employment

Job Title:	Estates Management Co-ordinator
Salary:	£36,517 - £39,921 per annum EVH Grade 6, 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

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

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

To apply for this role, please complete the online application form [HERE](#). If you require a hard copy, please contact 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**

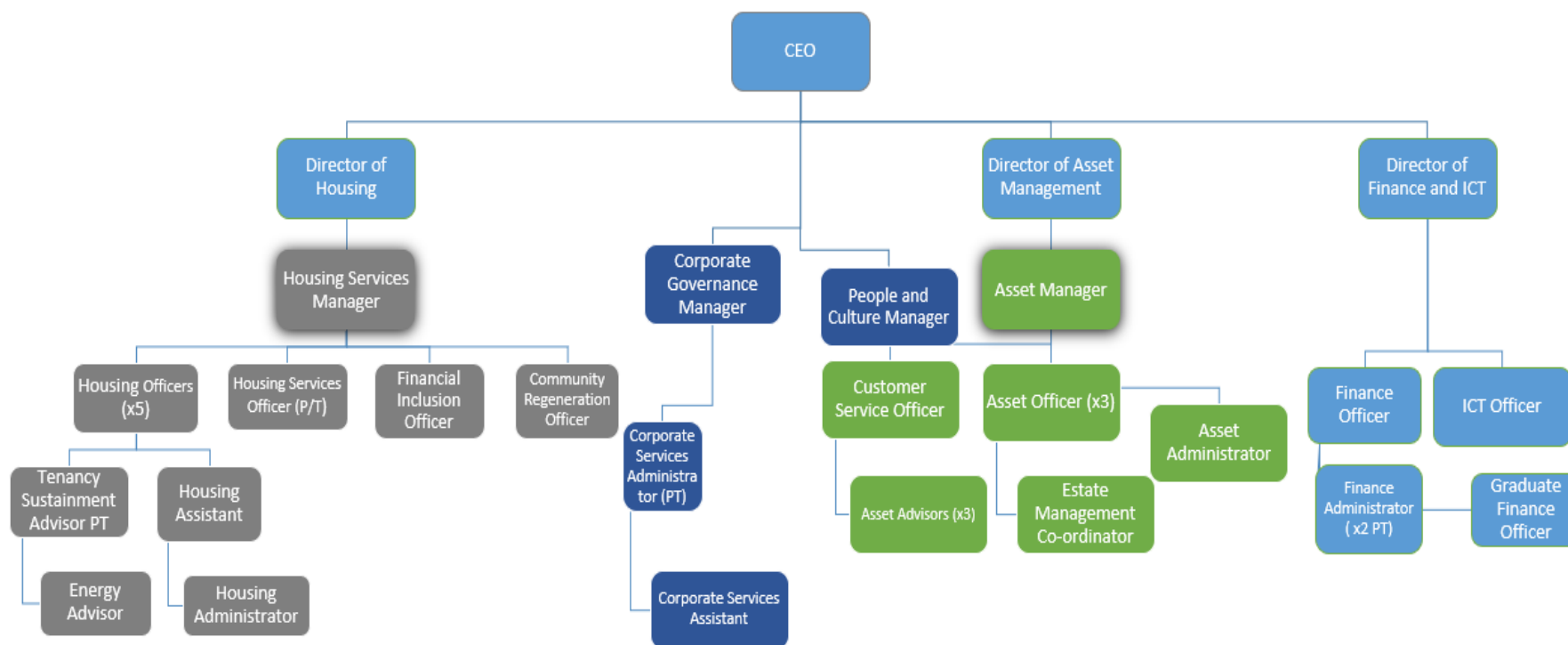
Applications will be considered and assessed against the requirements of the person specification in order to select the candidates for interview stage. Please provide relevant examples of how you meet this criteria. If you are successful at this stage, you will receive an email inviting you to attend 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. Please declare any relationships you may have with members of the interview panel in advance.

Please note, if you are successful at interview, as a condition, you will be asked to provide proof of your right to work, proof of national insurance, proof of address and you will be asked to complete a basic disclosure check.

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

Organisational Structure August 2026





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>