



ASSET OFFICER

Recruitment Pack



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Welcome



Thank you for your interest in the Asset Officer role at Cloch. I'm delighted that you are considering joining us, and I hope this pack gives you a clear sense of who we are, what we believe in, and the important part you could play in our organisation.

At Cloch, people and community truly sit at the heart of everything we do. Our values guide how we work with one another and how we support our tenants across Inverclyde. These values are especially important within our Property Services team, where the quality of the homes we provide and the services we deliver have a direct impact on our customers' daily lives.

The role of Asset Officer is central to this. You will be involved in a broad range of property services activities, including asset management, planned and cyclical maintenance, compliance, contractor management and service improvement. Working closely with colleagues across our organisation, you will help ensure our homes remain safe, well maintained and compliant, while delivering a high-quality customer experience and value for money.

You'll be joining Cloch at a time when investment in our homes, the safety of our customers, and the quality of our services has never been more important. The Property Services team is continuing to evolve as we strengthen our approach to asset management, compliance, planned investment and customer service.

In this role, you will build strong relationships with colleagues, contractors and customers, while developing your skills across a wide range of technical and operational property functions. If you are passionate about delivering great services, solving problems and making a positive difference to our customers and communities, we would be delighted to hear from you.

Robert Pollock
Chief Executive

About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2028, Cloch will celebrate its 60th year in operation and today, we own approximately 1480 units across the local area. We provide high-quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation.

Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



Our Vision and Values



Vision

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

Values

Be Positive in attitude.

Be Better and always look to improve everything you do.

Be Kind to yourself, to others and in your approach to our services.

Be Responsible for yourself, your customers, and your community.

People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- Hybrid/Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Health Cash Plan
- Counselling Service
- Salary Sacrifice
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days



Role Details

Asset Officer

Salary: £42,707 - £46,895 (Grade 7)

Contract: Permanent / Full-Time

Hours: 35 hours per week

Reporting To: Asset Manager

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model, subject to the needs of the team.
- We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days (pro rata)
- All appointments are subject to a three-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the SHAPS pension scheme and life insurance, providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

Job Description

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

Asset Officer <i>Job Description</i>			
The Role			
Job Title:	Asset Officer	Report to:	Asset Manager
Department:	Property Services	Hours:	35 hours per week
Grade:	7	Salary:	£42,707 - £46,895
Role Summary and Purpose			
The Property Services team plays a vital role in ensuring our customers live in safe, well-maintained homes and receive a high-quality, customer-focused service. The team delivers a broad range of services including reactive repairs, void management, landscape maintenance, planned and cyclical maintenance programmes, compliance activity and asset management. We also provide a factoring service to around 300 owner occupiers across Inverclyde. Working in Property Services is both challenging and rewarding. Our homes and services make a real difference to people's lives, particularly within the communities we serve. As part of the team, you will help ensure our homes remain safe, compliant and well maintained, while delivering value for money and a positive customer experience. The Asset Officer supports the effective management, maintenance and compliance of the Association's property portfolio. Working closely with the Asset Manager and wider Property Team, the postholder will contribute to the delivery of planned investment programmes, compliance activities, contractor management and asset management initiatives. The role plays a key part in ensuring our homes meet all relevant safety, regulatory and legislative requirements, while supporting the delivery of high-quality, customer-focused services and long-term investment in our housing stock.			
Asset Management and Strategy Development			
• Support the development and implementation of the Association's Asset Management Strategy, ensuring alignment with organisational goals, regulatory requirements, and sustainability targets. • Assist in the development of long-term plans for the maintenance, refurbishment, and improvement of the housing stock, with a focus on enhancing energy efficiency and sustainability.			

• Help identify areas for investment and improvement, prioritising works based on asset condition, energy efficiency, and environmental impact. • Assist in ensuring that the Association's property portfolio meets all required standards for safety, sustainability, and tenant satisfaction.
Compliance Management
• Support the oversight and management of compliance with all relevant health and safety and regulatory requirements, including gas, electrical, fire safety, water hygiene, lift safety, mould and damp and asbestos management • Assist in managing and maintaining compliance registers, ensuring that inspections, risk assessments, and remedial actions are carried out on time and in accordance with legislation. • Help ensure all properties meet SHQS and energy efficiency standards and contribute to achieving sustainability targets, including Net Zero and the Scottish Housing Net Zero Standard (SHNZS), through planned and cyclical maintenance.
Management of Planned Works & Capital Investment
• Support the management of the planned maintenance and capital investment programmes, with a primary focus on planned and cyclical works, ensuring they are carried out to budget and schedule and contribute to net-zero and energy efficiency goals. • Assist in delivering the agreed programmes for planned works, repairs, refurbishments, and improvements, ensuring regulatory and sustainability requirements are met. • Assist in the preparation, delivery, and implementation of major capital projects, ensuring they meet quality standards, sustainability objectives, and deliver value for money.
Contract and Contractor Management
• Support the management of contractor performance, ensuring that all contracts related to planned and cyclical works are delivered in line with safety, compliance, energy efficiency, and quality standards. • Assist with quality assurance processes and ensure compliance with all statutory obligations, focusing on the integration of sustainability practices into service delivery. • Participate in regular reviews and meetings with contractors to ensure the effective delivery of services and compliance with contractual terms, particularly around net-zero and sustainability initiatives.
Health and Safety Oversight
• Support ensuring that all maintenance and compliance-related works are carried out in accordance with relevant health and safety regulations. • Help address and resolve any health and safety concerns raised by tenants or stakeholders, ensuring all actions are documented and followed up appropriately.
Procurement and Budget Management
• Assist in preparing tender documents for compliance-related services and capital works, ensuring that sustainability and net-zero considerations are included.

• Support the management of budgets related to asset management and compliance, ensuring cost-effective delivery of works and services that support long-term environmental goals. • Deliver projects within time and budget • Approve payments and monitor budget expenditures, ensuring all costs remain within agreed limits.
Reporting and Regulatory Compliance
• Provide regular reports as requested to the Asset/Property Manager on asset management, compliance performance, progress of planned works, and net-zero targets. • Assist with the preparation of regulatory reports, including the Annual Return of the Charter to the Scottish Housing Regulator specifically in relation to compliance and the SHQS • Help ensure all compliance documentation is up-to-date and accessible for audit purposes.
Systems and Data Management
• Assist in ensuring compliance data is accurately tracked and recorded in relevant IT systems to facilitate reporting and verification. • Support the implementation and ongoing management of asset management systems and ensure data integrity. • Participate in evaluating and implementing new software or technologies that improve asset management, compliance monitoring, and sustainability tracking.
Other Duties
• Act as a supporting point of contact for all asset management and compliance-related queries. • Maintain awareness of industry best practices, legislative changes, and emerging trends, particularly around sustainability and net-zero, to ensure the Association remains compliant and efficient. • Contribute to the development of tenant communication materials, including newsletters and updates on compliance and asset management activities. • Attend team meetings, training, and development sessions to stay up to date with legislation and best practice. • Conduct business in accordance with Cloch's Policies and Procedures and in line with legislation. • Attend and take part in wider action projects which promote the works and aims of the Association. • Assist with other duties as asked for by the Director of Assets or CEO in accordance with your Grade.

Person Specification

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

Asset Officer <i>Person Specification</i>		
Qualifications		
	Essential	Desirable
HNC/HND in Property Management, Building Surveying, or related field		✓
Membership (full or partial) of a relevant professional body or equivalent, and evidence of Continued Professional Development.		✓
Experience		
Minimum two years' experience in property/asset management in housing or similar sector such as construction	✓	
Experience supporting planned and cyclical maintenance programmes	✓	
Experience supporting compliance with health and safety regulations (e.g., gas, electrical, fire safety)	✓	
Contractor management or capital investment project delivery		✓
Skills		
Strong communication skills for liaising with contractors and tenants.	✓	
Analytical skills for assessing asset conditions and compliance metrics.	✓	
High accuracy in managing compliance data and budgets.	✓	
Adaptable to changing priorities and legislative requirements.	✓	

Proficient in Microsoft Office and IT systems for data management.	✓	
Ability to build good relationships with both internal and external stakeholders.	✓	
Current and full driving licence and have access to a vehicle.	✓	

How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to:

- recruitment@clothhousing.org.uk

The closing date for applications is **12pm on Monday 5th October 2026**.

Following this, shortlisted candidates will be contacted and invited to attend a competency-based interview with the panel, including the Director of Assets.

Thank you and good luck with your application.

Cloch Housing Association

19 Bogle Street, Greenock, PA15 1ER

www.clothhousing.org.uk

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