



## Property Services Officer Recruitment Pack



[www.clochhousing.org.uk](http://www.clochhousing.org.uk)

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# Welcome

Dear Candidate,



Thank you for your interest in the role of Property Services Officer. I appreciate your time and hope that the information within the pack provides you with a feel for what it is like to be part of the Cloch Team. I know how important it is to work for a great company, with staff who feel passionate about what they do, in an environment that has a shared vision and values that align to your own values, and this is your opportunity to find out more about Cloch to see if we are a fit for you.

If you would like to find out more about us in term of our Staff Team, Board, homes, services, customers, and our future plans, please email my colleague Carolyne at [cswinney@clochhousing.org.uk](mailto:cswinney@clochhousing.org.uk) and she will arrange a suitable time for a confidential chat.

This role has become available due to the internal promotion of a staff member to the new post of Health & Safety Compliance Officer. The focus of the Property Services Officer role is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes being involved in a range of activities such as pre and post inspections, co-ordinating reactive repairs, void refurbishment work, planned maintenance, factoring services and approving applications for payment. A key aspect of the role is to provide administration, technical and compliance support to the Senior Property & Assets Officer, helping to ensure our assets are maintained and improved.

If after reading the job advert and details, you are excited about the possibility of fulfilling this role and you feel you can make a positive impact on the Housing Team, then I would encourage you to apply.

Alana Durnin  
**Chief Executive Officer**

## About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2018, the Association celebrated its 50th year in operation and today, we own over 1400 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 and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Staff involvement in developing the organisation
- Health Cash Plan
- Counselling Service
- Professional Membership Fees
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days
- Lunch and Learns




## Role Details

### Property Services Officer

<b>Salary:</b>	£39,072 - £42,903 (Grade 7)
<b>Contract:</b>	Permanent; Full-Time
<b>Hours:</b>	35 Hours Per Week
<b>Reporting To:</b>	Senior Property & Assets Officer

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model.
- Our flexible working hours are 8.30am – 5.30pm Monday to Wednesday. 8.30am – 6.30pm Thursday and 8.30am to 4.30pm on Friday. 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 (pro-rata) split between 29 annual leave days and 11 public holiday days.
- All appointments are subject to a six-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 Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

# Job Description

<b>Cloch Housing Association</b>			
<b>Job Role/ Description</b>			
<b>Job Details</b>			
<b>Job Title</b>	Property Services Officer	<b>Report to:</b>	Director of Property & Assets
<b>Department</b>	Property Services	<b>Date Created</b>	April 2019
<b>Grade</b>	7	<b>Last Review Date</b>	April 2024
<b>Points</b>	PA22-PA25	<b>Salary</b>	£39,072 - £42,903
<b>Job Summary</b>			
<p>The Property Services Section’s main aim is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes a range of functions such as reactive, void, and planned maintenance work and a factoring service, in addition to providing technical knowledge and support to the Association and its customers. We are a highly motivated team committed to promoting the vision and values of the Association. The core skills of the department are administration, communication, problem solving, team working and project management.</p> <p>The main focus of the Property Services department is to ensure our assets are maintained and improved, whilst ensuring that our customers are satisfied, and we work within our budgets. We are committed to ensuring that the legislative responsibilities and compliance requirements are adhered to, and we are responsible to our Board for ensuring we provide regular, accurate and specific reports on our activities. As well as this, we contribute to delivering Association-wide strategies and activities, including the delivery of our wider action programme within the Inverclyde Area.</p> <p>The key duties of the Property Services Officer post are to assist in the delivery of all maintenance related services, including planned maintenance and cyclical contracts and, where required, implement, or propose changes or improvements. The officer will provide administrative, technical and compliance support primarily to the Senior Property &amp; Assets Officer. It is expected that the post holder will have or is willing to learn the general knowledge and skills for each area in which the team manages. Overall responsibility of the functions and output of the Property Services team is provided by the Director of Property &amp; Assets who reports to the CEO.</p> <p>The core skills are administration, including a good working knowledge of Microsoft Office packages in the production of Excel reports and Word letters as well as a working knowledge of using a database. You must be an excellent communicator (written and verbal), which is key to interacting with our customers, contractors, colleagues, and other external agencies. Further, an overall technical competency relating to property maintenance and management is required, as is the understanding and implementing of all health and safety duties and compliance placed upon the Association in the management of contracts, repairs, and maintenance.</p>			



Working effectively and efficiently, both within a team setting and on your own and demonstrating an ability to make informed decisions is crucial to this role.

All staff of the Association must understand and implement the core values of Cloch Housing Association, adhere to the Terms and Conditions of employment and the Association's Code of Conduct Policy. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected.

## **ROLE RESPONSIBILITIES**

To provide reports and other forms of communications / documents for the Senior Property & Assets Officer, Director of Property & Assets, and the CEO

- To work with excel spreadsheets including creating basic worksheets and filling in more complex worksheets / databases.
- To produce technical reports including scope of works, risk assessments and assist in the production of tender documentation.
- Work with Microsoft Word and Outlook packages.

Assist in the delivery of our Planned Maintenance Programme /Asset Management Strategy

- Carry out stock condition surveys and provide reports on condition and lifecycles of components.
- Utilise the in-house maintenance system to assist in the delivery of our asset management and procurement strategies and budgeting.
- Collate and produce technical documents / scope of works and associated information and assist with future procurement exercises.
- Assist the Senior Property & Assets Officer and Director of Property & Assets in developing and delivering our asset management strategy.
- Provide a thorough quality control and contract management regime to ensure works / contracts are carried out by our contractors to expected levels and adherence to conditions of contracts, Health and Safety compliance, including Asbestos, CDM 2015 Regulations, and measured Key Performance Indicators.
- Ensure all information is recorded and updated accordingly including all electronic files.
- Represent the Association through attendance at contractor meetings, including the production of progress reports relating to the contracts.
- Understand and contribute to ensure that we meet our targets towards achieving compliance with all energy efficiency targets for our stock and to maintain our compliance with SHQS.
- Ensure that the contractor remains focused on providing our customers with a high-quality service throughout the contracts they are awarded.

Assist the team in providing an effective repairs and factoring service to our customers

- Carry out pre-inspections to provide our customers with an update on repairs required and to accurately diagnose a scope of works to provide value for money.
- Carry out post inspections and update the maintenance data base.
- Obtain quotes and instruct repairs where required in line with our authorisation limits and policy.
- Operate the in-house database to instruct repairs, check repairs history, run reports, and record all relevant documents.
- Carry out void inspections, instruct repairs and manage the voids process and contractors in line with our policy and procedures to return void properties to acceptable standards and within required timescales.
- Work with the Aids and Adaptation programme ensuring that the customer is fully informed of the works and timescales. Provide assistance to ensure that databases are up to date and information to assist in making grant funding claims.
- Carry out inspections and assist with enquiries from factored owners regarding works or repairs.
- Assist the Senior Property & Assets Officer or Director of Property & Assets in the collation of information for the Annual Return of the Charter to the Scottish Housing Regulator.

Provide a high-quality front-line customer service and obtain feedback on the effectiveness of the services we provide

- Ensure that our customers are kept informed and updated on all aspects of our works where required.
- Obtain customer feedback via surveys on completion of works, manage any areas of dissatisfaction and provide a report on the survey.
- 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 action projects which promote the works and aims of the Association.

Provide Financial and Budgetary Control

- Be responsible for the approval and authorisation of applications for payments.
- 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 the Senior Property & Assets Officer or Director of Property & Assets on any budgetary information requests.

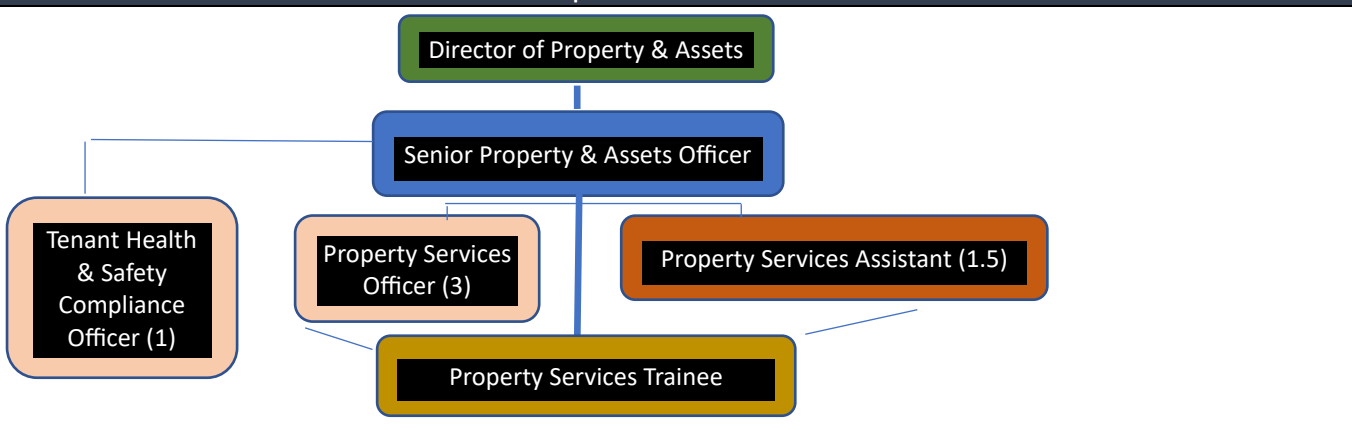
General Duties

- Conduct business in accordance with Cloch’s Policies and Procedures and in line with legislation.
- Ensure general overall familiarity and competency with all current building, maintenance and associated health and safety legislation and best practices.
- Attend training, seminars, and conferences as and when required.
- Attend and participate in team and other staff meetings.
- Assist with other duties as asked for by the Senior Property & Assets Officer, Director of Property & Assets or CEO in accordance with your Grade.

Key Relationships

Who?	Why?
Director of Property & Assets	Head of Department
Senior Property & Assets Officer	Line Manager
Property Services Officers	Colleagues
Tenant Health & Safety Compliance Officer	Team Member
Property Services Assistants / Trainee	Team Members
Customer Support Team	Main contacts for reporting of day-to-day repairs
Contractors	Establish a working relationship to ensure quality service delivery and understanding of expectations
Housing & Community Services Team	Work together with colleagues in providing an effective voids management service and on aspects of joint service delivery

Departmental Chart



## Person Specification

Requirements	Essential	Desirable	Method of Assessment	
Skills & Abilities			CV or Statement	Interview
Educated to HND level or equivalent in building, construction, or other relevant professional qualification or demonstrate an acceptable level of transferrable skills and experience.	X		✓	
Ability to communicate effectively with others and to be an effective listener.	X			✓
Demonstrate excellent IT skills relevant to the post / job description.	X		✓	
Always present a positive outlook both internally and externally.	X			✓
Confident and positive approach to customer care and building strong customer relationships.	X			✓
Produce concise, accurate and effective reports to deadlines.	X		✓	
Demonstrate initiative, flexibility, and decision making in workload and project management.	X		✓	
Experience				
Providing a quality Clerk of Works and / or Quality Control service and excellent contract management practice for a variety of planned maintenance works and service contracts.	X		✓	
Carrying out property / component condition surveys.	X			✓
Ability to manage contractors effectively.	X		✓	
Produce accurate detailed documents to assist in the procurement of works / contracts or obtaining quotes.	X		✓	✓

Experience in working within a housing maintenance environment for an RSL or local authority housing service.		X	✓	
Void Repair Management.		X		✓
Manage Aids and Adaptation Process and Installations.		X		✓
Dealing with Insurance Claims Processes and managing works.		X		✓
Dealing with and resolving complaints.		X	✓	
Working experience of SDM or equivalent housing repair systems.		X	✓	
<b>Knowledge</b>				
Strong working knowledge and understanding of all relevant Health & Safety legislation including tenant safety compliance and also CDM 2015 Regulations.	X		✓	✓
Understanding of safety and compliance relating to control of Asbestos, Gas Safety, Water Hygiene, Electrical, Fire, Lifts, Mould and Dampness regulations or good practice in accordance with activities.	X		✓	✓
A proven ability of working on your own initiative and as part of a team to provide an efficient and effective reactive and planned maintenance service.	X			✓
Knowledge of current procurement regulations and processes applicable to an RSL.		X		✓
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 energy efficiency and Net Zero targets relating to social housing.	X			✓
Awareness of sustainability in housing design, construction, and maintenance.		X		✓
Commitment to continuous improvement and quality in all aspects of work.		X		✓
<b>Values/Attitudes</b>				

Demonstrate an understanding of equalities.	X		✓	
Fully understand the principles and practice of Data Protection and Freedom of Information.		X	✓	
Professional customer focussed approach.	X		✓	✓
Ability to find solutions to complex problems.	X			✓
<b>Other Requirements</b>				
Full driving licence and use of a car.	X		✓	
Familiar with the principles of community involvement, wider action, and positive promotion of the Association.		X		✓

## 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@clochhousing.org.uk](mailto:recruitment@clochhousing.org.uk). The closing date for applications is 12pm on Friday 10 May 2024. Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel, consisting of the Director of Property & Assets and the Director of Customer Services & Communities. It is anticipated that interviews for the role will be held on Wednesday 29 May 2024.

**Thank you and good luck  
with your application**

**Cloch Housing Association**

01475 783 637

19 Bogle Street, Greenock PA15 1ER

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