



GOVANHILL HOUSING ASSOCIATION

DEVELOPMENT ASSISTANT

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Development Assistant.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website and publications
- The Job Description and Person Specification
- A brief summary of the terms and conditions of the post
- Staff structures

The job Application Form is available as a separate Microsoft Word file which you may complete electronically.

Please note that the closing date for applications is Monday 8th April at 10.00 a.m.

If you require further information regarding the Association or the position advertised, please do not hesitate in contacting me on 0141 636 3626 or by email:

mwilliamson@govanhillha.org

Thank you.

Alison Kevan
Head of Corporate Services & HR
akevan@govanhillha.org

1. Background

- 1.1 Govanhill Housing Association was formed in 1975 and is a Registered Social Landlord which operates within a Group Structure.
- 1.2 The Association owns 2,800 tenanted units and is factor to 1,500 owners.
- 1.3 The Association has a Management Committee and has four sub committees:
 - Audit & Risk
 - Development & Property Services
 - Finance & General Purposes
 - Tenancy Services
- 1.4 The Association's Wider-Role activities are provided via the Association's wholly owned, non-charitable subsidiary, Govanhill Community Development Trust, which also owns and manages a portfolio of commercial properties.
- 1.5 The Association operates from our offices at Samaritan House, part of the former Royal Samaritan Hospital which was refurbished by the Association in 2006.

2. Staffing

- 2.1 The Association's current staffing structure involves 72 (full time equivalent) staff deployed as follows :
 - Director
 - Senior Management Team –
 - Head of Corporate Services & HR
 - Head of Development and Property Services
 - Head of Finance & ICT
 - Head of Tenancy Services
 - Corporate Services & HR Team
 - Development & Property Services Team
 - Finance & ICT Team
 - Tenancy Services Team
 - Govanhill Community Development Trust



Govanhill Community Development Trust was established in 1991. It is a company limited by shares with all shares held by its parent, Govanhill Housing Association. The Trust has two main purposes:

1. To provide social, economic and environmental benefits for the Govanhill community

The Trust acts as the community regeneration, development and support arm for Govanhill Housing Association. The Trust has a wider role within the community working closely with the Association and delivers a wide range of activities.

2. The letting and management of a significant portfolio of workspaces

The Trust has progressively expanded its role in providing workspace and office accommodation. In doing so, the Trust has supported local economic development. We have a range of tenants including private businesses, community organisations, social enterprises, entrepreneurs and others. This role has protected a number of local buildings and provides an income that can be used to support the Trust's wider purposes.



Govanhill Housing Association is a well-established, community-controlled Registered Social Landlord operating within the Govanhill and Merrylee communities of Glasgow. We own and manage around 2,800 homes and provide a Factoring Service to a further 1,500 private owners.

The Association has a substantial Capital Investment Programme, carries out acquisition and improvement of tenemental stock as well as delivering a new build programme. We work closely with our subsidiary company, Govanhill Community Development Trust, whose community development and regeneration services complement our own role as a social landlord.

DEVELOPMENT ASSISTANT

EVH GRADE 6 (Spinal points 17 – 20)
£31,518- £34,456 (pay award pending)

We are seeking to recruit a Development Assistant to provide support to our well established Asset Team. The vacancy is as a result of the current Assistant being recruited to a promoted post within the Association.

You will be an efficient administrator and effective communicator with previous experience of supporting the delivery of a project or service to customers. You will act as a first point of contact for service users, both on the telephone and in person. You will be committed to excellence in customer care and in working with tenants, contractors and other partners to seek solutions and resolve issues. You will have experience of and be confident in dealing with other partner agencies, consultants and contractors.

If you share our commitment to providing excellent development services in Govanhill and would enjoy working within this diverse community, you can find further information in the application pack which can be obtained from **our website**:

www.govanhillha.org or contact :

GOVANHILL HOUSING ASSOCIATION, 79 Coplaw Street, Glasgow G42 7JG

Telephone: 0141 636 3626 Fax: 0141 636 3685

Email: recruitment@govanhillha.org

Closing date: Monday 8th April 2024

Interview Date: Wednesday 17th April 2024



EVH conditions of service will apply.

Govanhill Housing Association is committed to Equality of Opportunities and welcomes applications from all sections of the community.

Job Description

| | |
|----------------------|---------------------------------|
| Job Title | Development Assistant |
| Section | Development & Property Services |
| Grade | 6 |
| Date Reviewed | January 2024 |

1. Main Objectives of Post

- 1.1 To provide administrative support to the Association's Development Team. To work flexibly as an active member of the team to ensure the effective and efficient delivery of Development, Major Repairs and Planned Maintenance Services.
- 1.2 To communicate effectively as a first point of contact for our customers , both on the telephone and in person, in relation to Major Repairs and other Development activities.
- 1.3 To liaise with contractors and other agencies on behalf of tenants and other customers to ensure excellence in service delivery.

2. Accountability

- 2.1 To the Development Officer, as Line Manager on a day-to-day basis.

3. Principal Duties and Responsibilities

Major Repairs/Planned Maintenance and Medical Adaptations

- 3.1 To issue correspondence to tenants and other customers relating to issues such as:-
 - New installations
 - Tenant Choice Events
 - Access Arrangements
 - Progress Updates
 - Adaptation Approvals
 - Satisfaction Surveys
- 3.2 To co-ordinate access arrangements and maintain diaries/appointments for Development Staff, particularly in relation to the major repairs/planned maintenance programme and the Final Defects Inspections.

- 3.3 To hold 'tenant choice' meetings to provide information and advice to tenants regarding major repair issues and planned improvements
- 3.4 To liaise with various external partners and agencies regarding major repairs and development services including:
- Contractors
 - Consultants
 - Suppliers
 - Public Utilities
 - Glasgow City Council
- 3.5 To produce and record all general correspondence and reports for all members of the team.
- 3.6 To maintain accurate records and registers in relation to contract files, acquisition files, sales files, house files and general files.
- 3.7 To maintain and update computer records relative to the work of the team including:
- Updating, maintaining and interrogating the Association's Life Cycle Costing database and providing reports as required
 - Property creation and maintenance on the Associations' integrated housing management system, CAPITA.
 - Updating and maintain the Association's Rectification Period database
 - Creating and maintaining Contract Administration spreadsheets in relation to Development, Major Repairs and Planned Maintenance Contracts and providing reports as required
 - Maintaining the Association's Stock Profile database
- 3.8 To assist in the preparation, collation and issue of agendas, reports and papers in relation to Board and Sub Committee meetings.
- 3.9 To maintain and update Development policies and procedures, technical/ design briefs, regulatory guidance drawing records and other technical information in support of the Team objectives.
- 3.10 To participate in Capita training and be part of any role specific working groups, developing policy and procedure to meet the needs of the new system.
- 3.11 To disseminate information and liaise with other sections of the Association and Govanhill Group, as appropriate.
- 3.12 To assist in the preparation of Newsletters, presentations and other publicity material relating to the work of the Team or Association as a whole.
- 3.13 To assist in the preparation of information for submissions and bids to Partner and other external agencies.
- 3.14 To participate and engage in team meetings and general staff development activity.
- 3.15 To provide mail, photocopying and stationery services in support of the Team.

4. Health & Safety

- 4.1 To ensure all Health & Safety obligations are met in relation to Development and Property Services.

5. Audit

- 5.1 To support any relevant internal and external audits, meeting with auditors, responding to queries, providing performance information and implementing action plans as required.

6. Equal Opportunities

- 6.1 To ensure activities in relation to the delivery of Development & Property Services comply with Equal Opportunities legislation and best practice.

7. Information & Confidentiality

- 7.1 To ensure all Development & Property Services related elements of and responses to the Complaints Policy, Subject Access Requests, Environmental Information Requests and Freedom of Information requests are made in line with policy and legal wider requirements.
- 7.2 To maintain confidentiality at all times and adhere to the Association's policies and procedures in this area.
- 7.3 To maintain confidentiality and discretion in dealing with sensitive and private matters.

8. General

- 8.1 To provide cover both within the team and at reception as directed by senior staff to ensure continuity of service delivery.
- 8.2 To attend appropriate training as required.

9. Other Duties

- 9.1 To attend meetings or events as required, occasionally outwith normal office hours.
- 9.2 Any other tasks instructed by the Asset Manager or Head of Development & Property Services, commensurate with the nature and grade of the post.



Person Specification

Job Title Development Assistant

Section Development & Property Services

Grade 6

Date Reviewed January 2024

| 1. | Education/Qualifications | Essential | Desirable |
|-----|----------------------------------------------------------------|-----------|-----------|
| 1.1 | Educated to minimum National Certificate level 5 or equivalent | * | |
| 1.2 | Relevant qualification e.g. Diploma in Housing Studies | | * |

| 2. | Skills, Knowledge and Experience | Essential | Desirable |
|-----|--------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 2.1 | Previous experience of working within a Housing Association | | * |
| 2.2 | Previous practical experience of supporting the delivery of a Development/Major Repairs/Planned Maintenance service or similar | | * |
| 2.3 | Previous experience of supporting a project, consultation process or service being delivered to customers | * | |
| 2.4 | Excellent verbal and written communication skills | * | |
| 2.5 | Experience of dealing with the public face to face and on the telephone and of delivering excellent customer service | * | |
| 2.6 | Ability to work under pressure | * | |
| 2.7 | Ability to work well as part of a team | * | |
| 2.8 | Ability to maintain accurate, up-to-date and complete records | * | |
| 2.9 | Ability to work using own initiative and with the minimum of supervision | * | |

| 2. | Skills, Knowledge and Experience | Essential | Desirable |
|-----------|------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| 2.10 | Excellent organisational and administrative skills | * | |
| 2.11 | Excellent IT skills with a working knowledge of Microsoft Excel | * | |
| 2.12 | Proficient in the creation of excel reports including data manipulation and the use of pivots and charts | | * |
| 2.13 | Experience of instructing, varying and updating work orders on Housing Software | * | |
| 2.14 | Experience of using Capita Housing Software | | * |
| 2.15 | Ability to meet targets and deadlines in accordance with set procedures and policies | * | |
| 2.16 | Ability to effectively manage a considerable workload and to work to imposed deadlines with minimal supervision | * | |
| 2.17 | Ability to work under pressure | * | |
| 2.18 | Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community. | * | |
| 2.19 | An understanding of the requirements of information processes such as dealing with complaints and EIR and FOI requests | | * |
| 2.20 | Appreciation of Health & Safety issues including lone working, working with groups and organising group events | | * |

| 3. | Personal Characteristics | Essential | Desirable |
|-----------|-------------------------------------------------------------------------------------------|------------------|------------------|
| 3.1 | Flexible approach to work | * | |
| 3.2 | An effective team player who is capable of coping with changing circumstances and demands | * | |
| 3.3 | Understanding of the need for and experience in maintaining confidentiality | * | |



RECRUITMENT OF DEVELOPMENT ASSISTANT

SUMMARY OF PRINCIPAL TERMS AND CONDITIONS OF EMPLOYMENT

Govanhill Housing Association is a member of 'Employers in Voluntary Housing' (EVH) and the terms and conditions for this job largely follow the EVH terms. A summary of the principal areas are as follows:

Salary Scale

The current EVH salary scale for this job is Grade 6 PA (Spinal Points 17-20) - £31,518-£34,456 – pay award pending.

Hours of work

This post is for 35 hours per week. A flexible working system is in operation.

Holiday Leave

25 working days holiday leave and 15 days general and public holidays (pro-rata) is available.

Pension Scheme

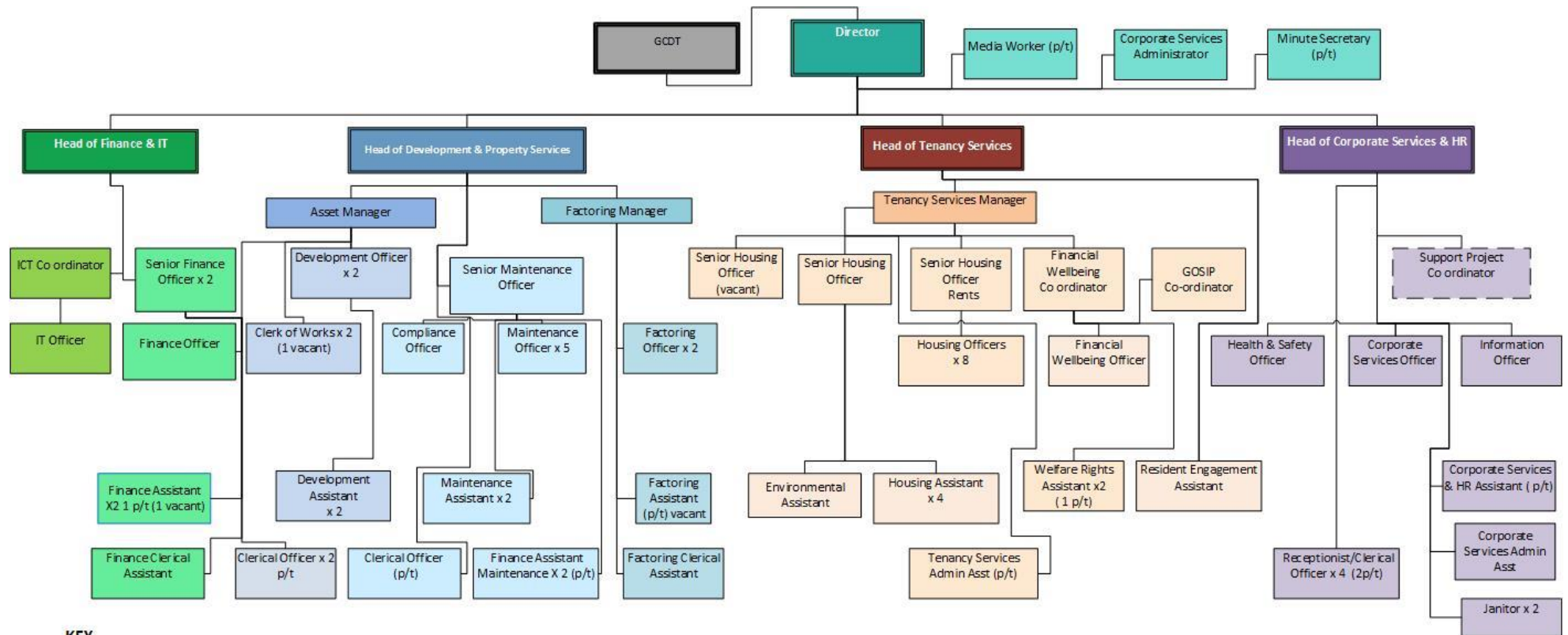
The Association is a member of the Scottish Housing Associations' Defined Contribution Pension Scheme which you have the option of joining 3 months after your start date.

Notice Period

One month by either party.

This summary is for general guidance of applicants and will not form part of the contract of employment. Any offer of employment will be subject to the receipt of satisfactory references.

GOVANHILL HOUSING ASSOCIATION STAFF STRUCTURE



KEY

[Denotes fixed term or temp contract]