



GOVANHILL HOUSING ASSOCIATION

MAINTENANCE INSPECTOR

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of Maintenance Inspector.

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 Wednesday 10th 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.

MAINTENANCE INSPECTOR

EVH GRADE 7 (Spinal points PA22-25)
(£36,860 – £40,475 per annum)

Due to the retirement of a long-standing member of our Maintenance Department, we are seeking a Maintenance Inspector who will operate as a member of a small team delivering a reactive, empty property, planned and cyclical repairs service. You must have strong communication skills, a proven track record in working with tenants, residents and contractors and a commitment to delivering excellence in customer care.

A relevant qualification is desired, along with practical, relevant experience in property inspection/surveying.

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: Wednesday 10th April 2024 at 10 am

Interview Date: Thursday 25th 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	Maintenance Inspector
Section	Development & Property Services (Maintenance Team)
Grade	7
Date Reviewed	May 2023

1. Main Objectives of Post

- 1.1 To ensure that the Association's owned and factored property is maintained to the highest possible standard within agreed budgetary levels.
- 1.2 To deliver excellent customer service in relation to maintenance activity to a diverse local community.

2. Accountability

- 2.1 To the Senior Maintenance Officer on a day-to-day basis and through them to the Head of Development & Property Services.

3. Principal duties

Day-To-Day Repairs

- Inspecting, assessing and instructing repairs reported to the Association.
- Assisting in the delivery of an effective factoring service to owners.
- Preparing detailed specifications and obtaining estimates for works up to specified levels of expenditure.
- Supervising works instructed and checking accounts submitted. Certifying accounts to agreed limits.
- Inspecting and preparing houses for relet, ensuring an efficient void turn around.
- Supervising and inspecting works post completion to ensure maintenance standards are met in terms of our agreed contracts and customer satisfaction.

- Preparing decant houses for use in the improvement programme as required.
- Conducting dampness and condensation surveys making recommendations to the Senior Maintenance Officer.
- Operating within agreed annual maintenance budgets.
- Maintaining appropriate maintenance records and preparing reports on contractor(s) performance, standard of workmanship, etc.

Cyclical Maintenance and Property Acquisition

- Operating a planned programme of cyclical maintenance.
- Inspecting properties on acquisition and reporting to the Senior Maintenance Officer and the Head of Housing & Property Services

Technical Knowledge and Provision of Advice

- Providing technical expertise on complex maintenance issues, advising and assisting the Association in developing long term solutions.
- Maintaining a high level of technical knowledge and ensuring this is up-to-date by attending new and refresher courses and completing assessments as required.

4. Health & Safety

- 4.1 Ensuring all Health & Safety obligations are met in relation to landlord services.
- 4.2 Assisting the Senior Maintenance Officer in the development of risk assessments for landlord services and ensure they remain up-to-date.

5. Audit

- 5.1 Supporting any relevant internal and external audits within the Maintenance Team, meeting with auditors, responding to queries, providing performance information and implementing action plans as required.

6. Equal Opportunities

- 6.1 Ensuring activities in relation to the delivery of maintenance services comply with Equal Opportunities legislation and best practice.

7. Information & Confidentiality

- 7.1 Ensuring all Maintenance Team 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 Ensuring that any information requests for the Maintenance Team are met within timescales and appropriate information shared.
- 7.3 Maintaining confidentiality at all times and adhere to the Association's policies and procedures in this area.
- 7.4 Understanding the legislation surrounding information requests and participating in any required training.

8. Other Duties

- 8.1 Providing written reports and updates timeously to the Senior Maintenance Officer, Head of Development & Property Services and Development & Property Services Sub-Committee as required.
- 8.2 Attending meetings or perform work which may be outwith normal working hours as instructed by the Head of Department.
- 8.2 Carrying out any other duties as are required by the Association, commensurate with the nature and grade of the post.

Person Specification

Job Title	Maintenance Inspector
Section	Development & Property Services (Maintenance Team)
Grade	7
Date Reviewed	May 2023

1.	Education/Qualifications	Essential	Desirable
1.1	HND in Building Surveying or other relevant construction management qualification		*
1.2	Current driving licence		*

2.	Skills, Knowledge and Experience	Essential	Desirable
Skills			
2.1	Excellent interpersonal and communication skills (written, verbal and leadership skills)	*	
2.2	Experience of working in a customer care environment with a proven track record in delivering excellence in customer service	*	
2.3	Ability to liaise effectively with other staff and to offer advice and support when required	*	
2.4	Strong organisational and time management skills with the ability to manage day-to-day workload with minimal supervision	*	
2.5	An effective Team Player who is capable of coping with changing circumstances and demands	*	
2.6	Competent in the use of computerised systems	*	
2.7	Experience of Capita Housing software		*
2.8	Experience of producing appropriate performance monitoring information and reporting to senior staff and Committee as required		*
2.9	Ability to control and monitor budgets	*	
2.10	Comprehensive knowledge of construction, maintenance and repairs	*	
2.11	Knowledge of the construction and maintenance of pre-1918 tenement properties		*

2.	Skills, Knowledge and Experience	Essential	Desirable
2.12	Knowledge of building standards, Asbestos, Gas and Legionella regulations	*	
2.13	Knowledge of relevant Health & Safety standards and processes relating to the delivery of repair and maintenance services and lone working	*	
2.14	An understanding of procurement processes and regulations		*
2.15	Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community	*	
2.16	Ability to speak a community language particularly Urdu, Punjabi, Czech, Slovak, Romanian or Romani		*
Experience			
2.17	Experience and proven track record of providing a housing maintenance inspection service including producing technical specification works	*	
2.18	Experience of working in a maintenance related role in a Housing Association, other housing provider or similar		*
2.19	Experience of liaising with a variety of contractors and external agencies	*	
2.20	Experience and proven track record in project management, effectively managing and delivering a considerable workload and working to imposed deadlines	*	
2.21	Experience of dealing with insurance claims		*
2.22	Experience in planning and co-ordinating the installation of Aids and Adaptations		*
2.23	Experience in dealing with information requests including complaints in an RSL environment or similar, General Data Protection Regulations, Environmental Information Regulations and Freedom of Information		*
2.24	Ability to maintain confidentiality at all times	*	



RECRUITMENT OF MAINTENANCE INSPECTOR

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 7 (Spinal Points PA22-25) - £36,860 – £40,475 per annum (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

