



GOVANHILL HOUSING ASSOCIATION

IT ASSISTANT
(FIXED TERM 12 MONTHS)

CANDIDATE INFORMATION PACK



Thank you for your interest in our vacant position of IT Assistant (Fixed Term 12 Months).

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 29th 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
Director 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.

IT ASSISTANT (FIXED TERM 12 MONTHS)

**EVH GRADE 6 – SPINAL POINTS PA17-20
£36,517 – £39,921 PER ANNUM**

We are about to commence a major IT system review and upgrade which will necessitate a heavy involvement from current team members. We are therefore looking for an IT Assistant to join our team on a fixed term contract to ensure our existing support is maintained during this period. We are seeking someone with experience of providing IT support, troubleshooting problems and implementing solutions. You will have good technical knowledge and be able to communicate effectively with staff to ensure they use IT and other systems efficiently. You will work well under pressure and be able to deal with issues as they arise

You will be able to assist with the development of the network infrastructure, both physical and virtual and possess knowledge of how to best protect all environments from external and internal threats. Experience of Microsoft technologies would be desirable, particularly implementation of reporting services (SQL) to enable effective monitoring and reporting on performance against targets. An interest in emerging cloud technologies, such as Office365 would also be beneficial.

You will be educated to at least HND level in a computer related discipline or be able to demonstrate equivalent practical experience in an ICT technical or support role.

If you share our commitment to providing excellent IT 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 29th April at 10 a.m.

Interview Date: Tuesday 12th May 2026

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	IT Assistant
Section	Finance & IT
Grade	6
Date Reviewed	March 2026

1. Main Objectives of Post

- 1.1 To provide an efficient support service to the Association's staff identifying problems and resolving issues as they arise.
- 1.2 To troubleshoot any issues which arise with our website and any social media we may develop.
- 1.3 To assist with the develop and implementation of effective reporting services (SQL) to enable us to monitor and report on performance as required.
- 1.4 To contribute positively to the creation, development and delivery of an effective ICT Strategy.

2. Accountability

- 2.1 To the IT C-ordinator on a day-to-day basis and to the Director of Finance & IT.

3. Principal duties

IT Support & Security

- 3.1 To ensure appropriate IT and other technical support exists for the continuation of essential services in a timely, efficient and effective manner.
- 3.2 To ensure appropriate technical support exists for the continuation of essential business critical services in a timely, efficient and effective manner.
- 3.3 To troubleshoot any issues which arise with IT or other electronic equipment such as telephones, mobiles, tablets and laptops.
- 3.4 To provide networking and operation system support and troubleshooting and assist in the development of these technologies.
- 3.5 To maintain system security against known threats and assist in the development of strategy against emerging security threats.

Service Development

- 3.6 To contribute to the development and implementation of an effective ICT Strategy.
- 3.7 To contribute to the development and implementation of ICT-related policies and procedures in line with best practice and legislative requirements.
- 3.8 To contribute to projects which assist in the development of all ICT services.
- 3.9 To maximise the use of ICT to improve efficiency, increase productivity and develop new and existing services.
- 3.10 To assist with the development and implementation of effective reporting services (SQL) to enable us to monitor and report on performance as required.
- 3.11 When required, produce accurate performance information and data, including information required for regulatory and statutory returns and agreeing and implementing actions arising from internal and external audits.

Social Media

- 3.12 To work with relevant staff to develop and maintain our website and any social media presence we may have in the future.
- 3.13 To troubleshoot any issues with the website in particular in relation to our online customer and contractor portals to ensure the service is provided to customers at all times.

4. Information & Confidentiality

- 4.1 Ensure all Department 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.
- 4.2 To maintain confidentiality at all times and adhere to the Association's policies and procedures in this area.

5. Audit

- 5.1 To support any internal and external audits, meeting with auditors, responding to queries, commenting on draft audit reports and implementing action plans as required.

6. Health & Safety

- 6.1 Ensure all Health & Safety obligations are met in relation to the post and wider department obligations.
- 6.2 To report any Health & Safety issues immediately to the relevant member of staff.

7. Equal Opportunities

- 7.1 To ensure activities in Finance & IT fully comply with Equal Opportunities legislation and best practice.
- 7.2 Support reporting by timeously providing Equalities Information as required.
- 7.3 To promote a culture in the organisation that embraces equality, diversity and inclusion.

8 Other Duties

- 8.1 To attend meetings including those out with normal office hours as required.
- 8.2 Ensure that all interactions with our customers are concluded to the highest possible standards and that all services requests are delivered on time.
- 8.3 Maintain required levels of confidentiality at all times, sharing information with others only when required.
- 8.4 To attend appropriate training and to undertake other duties as required, commensurate with the nature and grade of the post.
- 8.5 Any other duties as are required by the Association, commensurate with the nature and grade of the post.

Person Specification

Job Title IT Assistant
Section Finance & IT
Grade 6
Date Reviewed March 2026

1.	Education/Qualifications	Essential	Desirable
1.1	Qualification at HND level or above in computing, networking or equivalent relevant experience	*	
2.	Skills, Knowledge and Experience	Essential	Desirable
2.1	Excellent interpersonal and communication skills (written and verbal)	*	
2.2	Ability to liaise effectively with other staff and to offer advice and support when required	*	
2.3	Experience and knowledge of networking and virtualisation technology		*
2.4	Knowledge and experience of Windows operating systems both server and desktop	*	
2.5	Knowledge and experience of VMware		*
2.6	Proficient in Microsoft Office particularly Word, Excel and Outlook	*	
2.7	Experience of SQL reporting services preferably in a housing environment		*
2.8	Experience of working with major security vendor software		*
2.9	Strong organisational and time management skills with the ability to manage a day-to-day workload with minimal supervision	*	
2.10	An effective team player who is capable of coping with changing circumstances and demands	*	
2.11	Experience and proven track record in effectively managing and delivering a considerable workload and to work to imposed deadlines	*	
2.12	Ability to produce appropriate performance monitoring information and to report to Committee as required	*	
2.13	Ability to maintain confidentiality and maintain records and services in order to comply with GDPR and FOI requirements at all times	*	
2.14	Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community	*	

3.	Personal Characteristics	Essential	Desirable
3.1	Flexible approach to work including the ability to work outwith office hours if required	*	



RECRUITMENT OF FINANCE ASSISTANT (FIXED TERM 12 MONTHS)

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 (Spinal Points 17 - 20) - £36,517 - £39,921 p.a.

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.

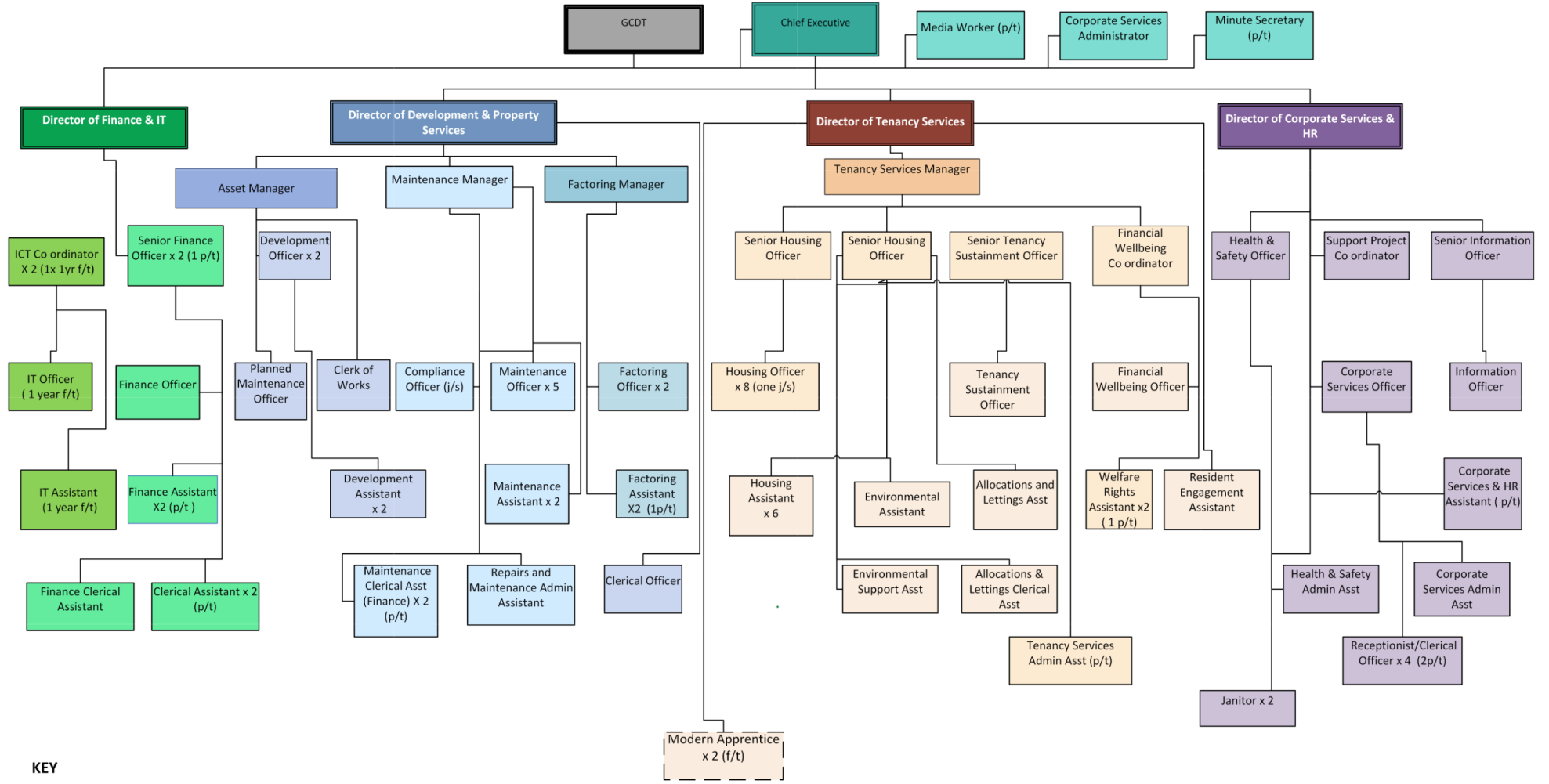
Notice Period

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

p/t part time
f/t fixed term