



forth

housing association Ltd.

Forth Housing Association Corporate Services Officer - Repairs

Job Pack



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JOB ADVERT

Forth Housing Association



Corporate Services Officer - Repairs

35 per week

EVH Grade 5

£29,086 – £32,324




Forth Housing Association is a Stirling based Registered Social Landlord and charity providing quality homes and services to our tenants.

We are an organisation who always put people first, whether that is our tenants or our staff. Due to our people first approach and the services we want to be able to deliver to our tenants, we are introducing a Modern Apprenticeship programme within our Corporate Services team. It truly is an exciting time to become part of an organisation that is continuing to grow and develop and deliver our vision of proving homes, not houses.

We are currently looking to recruit a **Corporate Services Officer - Repairs** who can assist the Corporate Services Team and Maintenance Team to deliver a high quality service.

The post holder will perform a critical role as one of the first points of contact within the organisation and will ensure that all aspects of our administration and compliance for our repairs functions are delivered to a high standard. At all times engaging in a friendly and helpful manner with our tenants and delivering excellent customer service.

The key elements of the post are:

-  To be the first point of contact, as part of the corporate services team, for all external enquiries regarding the repair functions
-  To be responsible for the administrative services to ensure the maintenance of appropriate records for repairs compliance.
-  To assist in providing a prompt and effective property management service to tenants, sharing owners, factored owners and others, dealing with the day to day delivery of all aspects of repairs and maintenance function.

We offer full EVH terms and conditions of employment to the successful candidate. Applicants will be subject to a Basic Disclosure Scotland check, the cost of this will be met by Forth Housing Association Ltd.

HOW TO APPLY

If you wish to apply please spend some time completing the application form. You can simply type your answers onto the form and where necessary you can expand the answer space if required. If you wish to hand write the form you can print a copy and use a **black pen** to complete the questions.

Please remember that the shortlisting panel will use the answers you provide along with the person specification to decide whether to interview you. Please answer questions as fully and accurately as you can. Please do not leave any blanks and also remember to check your application for spelling & grammar, as excessive mistakes may mean your application is not considered.

Word version of our forms can be downloaded from our website: www.forthha.org.uk
If you have difficulty doing this, we can e-mail you a copy. Please contact info@forthha.org.uk to request an application pack.

CV's will not be accepted.

Forth Housing Association is an Equal Opportunities employer and welcomes applicants from all sections of the community. We will interview all applicants with a disability who meet the essential criteria for the job.

Please submit your form by **noon on Monday 23rd September 2024** otherwise it could be discounted. Forms should be returned to the office in a sealed envelope marked 'Private & Confidential FAO Samantha Buggy or by email to Samantha.buggy@forthha.org.uk

The subject header should be marked 'Corporate Services Officer - Repairs.'

The **interview panel** will be made up of **Samantha Buggy, Head of Corporate Services and Paul Fraser, Senior Property Officer.**

Interviews will take place **Thursday 26th September 2024.**

We may ask you to a second interview for further discussion if the interview process indicates more than one leading candidate.

All candidates who apply will be formally advised of the outcome of their application. With regard to referees/references if you have no former employer or you have not been in employment for many years please provide the name of someone, not a relative, who is in a position to comment on your skills, knowledge and suitability for employment. This may be someone from School, College or a voluntary involvement that you have.

COMPANY INFORMATION

Forth Housing Association is a not-for-profit housing provider, a "Registered Social Landlord" with the Scottish Housing Regulator (Registration No. 110) and a Registered Scottish Charity (No. SC003550).

Our origins date back to 1987, when a steering group called Stirling Single Housing Group, was established with the aim of increasing the provision of housing for single people in the Stirling area.

Since formal registration in 1988 we have continued to take on new challenges and the Association has a stock of general needs housing, suitable for a wide range of households, across Stirling City and various communities in the east of the Stirling Council area.

In 2010 the Association established StrathFor Housing Alliance, along with Rural Stirling and Ochil View Housing Associations. This informal Alliance seeks to secure benefits for the member Associations through collaboration and joint working. We own 904 self-contained properties, and 2 houses of multiple occupation (HMO) which have a total of 8 individual bedspaces, we also own 3 commercial buildings and 1 property used as an office as part of our leased properties, giving a total of 910 properties. Of the 904 properties 9 properties were acquired through the Mortgage to Rent (MTR) scheme.

In addition, we factor 58 privately owned properties and manage 10 shared ownership properties.

The properties that we are responsible for are situated around the Stirling District Council area.

RIGHT TO WORK IN THE UK

From 1 July 2021, new rules for right to work checks will apply. EU, EEA, or Swiss citizens will need to provide evidence of lawful immigration status in the UK. You will only be required to provide proof of eligibility if you are shortlisted for the post.

You will be asked to provide original documentary evidence of any qualifications that you possess.

In accordance with the Data Protection Act 2018, the information that you provide us with for the purposes of recruitment and selection shall be stored confidentially and disposed of confidentially after 12 months have elapsed.

GENERAL ENQUIRIES

If you have any queries about the job please contact Samantha Buggy who would be happy to have an informal chat, Telephone: 01786 446066

Finally, good luck with your application and thank you for your interest in Forth Housing Association.

VISION, MISSION & VALUES

Our vision is to build homes, not houses, supporting and signposting tenants to sustain their tenancies and enabling them to live a rich, full life where their wellbeing is valued. This involves having a robust governance structure that ensures we adhere to the basics of excellence in accountability and performance management and that facilitates and stretches us towards innovation. Our core values are the tools that guide our decisions and actions, and we prioritise our resources in ways that inspire tenants and staff to have ambition for themselves and their futures. We see our primary mission to provide people with a well-maintained and affordable property they are proud to call home.

Our emphasis will be on sustainability with a goal of building integrated communities. Services will be easy to use, and we will listen, engage and respond to tenants and partners to make a positive difference to the long-term wellbeing of tenants. At Forth our values have a tenant first focus with every business decision taken with integrity and fairness ensuring we are looking after tenants' interests in a caring and collaborative way.

We passionately believe in innovation while seeing efficiency, reliability, trustworthiness, and excellence as the norm.

Staff and Committee work as a team in an approachable, open, transparent, and honest way to empower tenants and enable them to be as resilient as they can be in their day to day lives.

Our values of **dignity**, **respect** and **choice** apply to tenants, staff, management committee and all our partners and we pride ourselves on valuing the diversity all around us. We work hard at communicating in an approachable, friendly, and supportive way to gain the trust of our communities and make ourselves attractive as a current and future landlord and employer.

FORTH HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

JOB TITLE: CORPORATE SERVICES OFFICER - REPAIRS
PERMANENT

RESPONSIBLE TO: HEAD OF CORPORATE SERVICES

RESPONSIBLE FOR: N/A




SALARY GRADE: EVH grade 5 - £29,086 – £32,324

DATE: September 2024

MAIN OBJECTIVES OF THE POST:

The post holder performs a critical role as one of the first points of contact within the organisation and will ensure that all aspects of our administration and compliance for our repairs functions are delivered to a high standard. At all times engaging in a friendly and helpful manner with our tenants and delivering excellent customer service.

The key elements of the post are:

-  To be the first point of contact, as part of the corporate services team, for all external enquiries regarding the repair functions
-  To be responsible for the administrative services to ensure the maintenance of appropriate records for repairs compliance.
-  To assist in providing a prompt and effective property management service to tenants, sharing owners, factored owners and others, dealing with the day to day delivery of all aspects of repairs and maintenance function.

SPECIFIC DUTIES AND RESPONSIBILITIES

1.0 LEADERSHIP, MANAGEMENT & DIRECTION

- 1.1 To assist the corporate services team in the administration and execution of all aspects of maintenance.
- 1.2 To provide an excellent maintenance service to our customers, and to contribute to policies and procedures.

- 1.3 To maintain effective liaison with other business teams and external agencies as required.
- 1.4 To provide administrative and clerical support to the corporate services team where required.

2.0 TENANT ENGAGEMENT

- 2.1 As required liaise with tenants/residents re reactive, cyclical, planned and major repairs.
- 2.2 Issue and coordinate repair satisfaction surveys following completion of work orders ensuring that any expression of dissatisfaction on returns is followed up at the appropriate level.
- 2.3 Record all complaints and compliments and seek to resolve customer complaints as frontline resolution however where this is not possible reassign the complaint to the appropriate person.
- 2.4 Assist in the preparation and provision of information and advice to tenants on a range of repairs issues including newsletter, information leaflets, website tenant handbook and annual reports.

3.0 COMMUNITY AND EXTERNAL RELATIONS

- 3.1 To help in administering all aspects of the day to day reactive and void maintenance service, liaising with property officers, tenants and contractors and maintaining appropriate records in line with agreed policies and procedures.
- 3.2 Maintaining the computerised records necessary to ensure the effective administration and record keeping associated with reactive repairs.
- 3.3 To log, investigate and action tenant requests for reactive maintenance repairs in line with policy and procedures.
- 3.4 To help establish, maintain and review systems and procedures for recording and actioning reactive maintenance.

4.0 INTERNAL RELATIONS

- 4.1 To assist with the regular review of the Association's Maintenance Policy and procedures relating to reactive maintenance

5.0 PROPERTY DUTIES REPAIRS

- 5.1 To help in the administration of rechargeable repairs, organising works, notifying tenants of costs etc. in line with agreed procedures.

- 5.2 To liaise with the Assistant Finance Officer when, and as required, regarding rechargeable repairs.
- 5.3 To act as first point of contact regarding tenants' queries concerning rechargeable repairs.
- 5.4 To help in the day to day administration of reactive maintenance services relating to the factoring of properties which are the responsibility of the Association, in line with agreed procedures.
- 5.5 To liaise as required with other relevant members of staff on factoring matters.
- 5.6 To help administer and implement an effective reactive service to tenants and owners during the defects liability period, in line with agreed policies and procedures.
- 5.7 To help administer and monitor tenant's alterations and improvements, liaising with tenants and other staff members as necessary, in line with agreed policies and procedures.
- 5.8 To issue and administer simple adaptations to tenant's homes with guidance from the Property Services Officer where required.
- 5.9 To assist in arranging end of tenancy inspections and order and monitor repairs to ensure target timescales are met.
- 5.10 Administer, record, and update all Public Liability Insurance for approved maintenance contractors and Professional Indemnity Insurance for approved maintenance consultants.
- 5.11 To help administer Property Insurance claims relating to reactive maintenance works in line with agreed policies and procedures.
- 5.12 Maintain the computerised records necessary to ensure the effective administration and record keeping associated with cyclical & planned maintenance works including gas servicing
- 5.13 To act as first point of contact for contractors regarding works instructed, access arrangements, or other queries to achieve successful completion of works.

6.0 HEALTH AND SAFETY AND WELLBEING

- 6.1 To ensure that we maintain the healthy, safe culture of the organisation to promote wellbeing of all our people with our behaviours: F.O.R.T.H.

Friendly, Orderly, Respectful, Trusting, Honest

- 6.2 To ensure that all health and safety and wellbeing guidelines are adhered to at all times.
- 6.3 To ensure that the health and safety and security of the office environment is maintained at all times.

- 6.4 Complete all necessary health and safety training as and when required.
- 6.5 Take responsibility for your own health and safety and wellbeing and that of others who may be affected by your actions or omissions at work.
- 6.6 To report any accidents incidents or near misses as soon as reasonably practicable.

7.0 GOVERNANCE

- 7.1 Assist with the preparation of reports as required for Senior Management Team and Committees
- 7.2 Prepare monthly and quarterly performance reports
- 7.3 In the absence of the corporate services officer (governance) assist with the administration and preparation for management committee and sub committee meetings including where required attendance and minute taking. These may be held out with normal office hours.

8.0 GENERAL

- 8.1 To assist the Head of Corporate Services with the provision of relevant information and data concerning Corporate Services
- 8.2 To identify and attend training to ensure skills are up to date
- 8.3 Ensure computerised and manual recording systems are updated and maintained on a timely basis within agreed operating procedures and that requests are responded to within agreed timescales.
- 8.4 To ensure absolute confidentiality at all times in respect of tenants, former tenants, applicants, staff and ex staff.
- 8.5 To take responsibility for keeping oneself fully apprised of changes in Association policy, current legislation, relevant guidance and models of good practice.



Forth Housing Association

Corporate Services Officer - Repairs

Person Specification

Qualifications	
Standard Grade (or equivalent) passes including English and Maths.	Essential
Educated to CIH Level 3 (or equivalent)	Essential
Evidence of continued professional development in related areas	Desirable
Skills and knowledge	
Relevant experience of providing administrative support in a service delivery role	Essential
Knowledge of compliance procedures and legal requirements	Essential
High standard of IT literacy and intermediate knowledge of Microsoft office systems	Essential
Awareness of the Scottish Housing Quality Standards (SHQS), Energy Efficiency Standard (EESH) and the proposed Social Housing Net Zero Standard (SHNZS).	Desirable
Experience	
Experience of working in a customer focused environment and delivering excellent customer care	Essential
Experience of administration, processing and record keeping.	Essential
Experience of maintaining statistical, regulatory and legal records in both manual and electronic systems	Desirable
Previous experience of working within the housing sector	Desirable
Experience of working within a maintenance environment for a housing association or similar.	Desirable
Working knowledge of SDM or similar housing management software	Essential
Personal attributes	
Strong organisational and time management skills with an ability to prioritise, work flexibly and to plan workload to meet agreed timescales.	Essential
Effective written and verbal communication skills	Essential
Self-confident and approachable with a positive attitude and the ability to build effective sustainable relationships both internally and externally	Essential
Investigating and responding to customer complaints	Desirable

STAFF TEAM



Sharon Brady-Wardrope - Director (Senior Management Team)
Responsible for overall supervision of strategy and operations, servicing Management Committee and the management of the Corporate Services functions.



Mareta Greig - Head of Tenant Services (Senior Management Team)
Responsible for the overall management of rental income, ensuring tenancies are managed legally and residents are provided with optimum customer service standards.



Samantha Buggy - Head of Corporate Services (Senior Management Team)
Responsible for overall Corporate Services Team, Finance, co-ordination of projects, communications, tenant engagement and performance.



Paul Fraser - Senior Property Officer (Senior Management Team)
Responsible for operational implementation of cyclical and planned maintenance services.



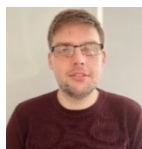
Elaine Shepherd - Housing Officer
Responsible for all generic housing management duties relating to a designated patch of our housing stock.



Kelly Cadden - Housing Officer
Responsible for all generic housing management duties relating to a designated patch of our housing stock.



Tracy Doran - Income Maximisation Officer
Responsible for the provision of advice regarding welfare benefits, income maximisation, budgeting, and debt management.



Kieron O'Hara - Income Maximisation Assistant
Responsible for supporting the provision of advice regarding welfare benefits, income maximisation, budgeting, and debt management.



Ann Gordon - Assistant Housing Officer

Responsible for supporting the Housing Services Officers to carry out their duties.



Kevin Milne - Assistant Housing Officer

Responsible for supporting the Housing Services Officers to carry out their duties.



Stephen Dougherty - Property Officer

Responsible for the operational implementation of reactive maintenance services and health and safety co-ordination.



Calum Carberry - Property Officer

Responsible for the operational implementation of reactive maintenance services and health and safety co-ordination.



Shona MacLeod - Finance Officer

Responsible for co-ordination of finance functions, including main link with external finance agents.



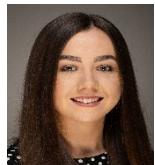
Carol Niven – Assistant Finance Officer

Responsible for co-ordination of finance functions, including main link with all internal business teams.



Callum MacDougall - Corporate Services Officer

Responsible for helping with administration and reception functions & ensuring that all aspects of our administration and governance are delivered in accordance within the rules of the Association.



Becky Ramage – Assistant Corporate Services Officer

Responsible for helping with reception services and general administrative.



Zofia Chamczyk – Business & Administration Apprentice

Zofia has joined our Corporate Services team for 18 months to help to develop her career in office and business administration

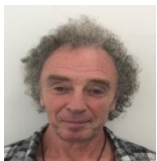
MANAGEMENT COMMITTEE



Ann Dickson (Chair) - Ann was active in local politics for many years, during which she held several senior positions. The provision of quality housing and services to tenants has always been a priority for Ann and remains so today.



Andrea Finkel-Gates (Vice Chair) - Andrea is Chief Executive of Scotland's Housing Network and has over a decade of senior leadership experience. Andrea believes in collaboration and that by working together, with a shared purpose, great things can happen.



Kenny Hutton (Vice Chair) - Kenny has experience in housing, social services and early years education. He has worked at senior level in many areas. He has a keen interest in the valuable role that community based, voluntary agencies play in public life.



Priscilla Maramba - Priscilla has a lengthy involvement with charities and co-founded a local community charity over 10 years ago which she chaired for over 5 years. In addition, she has sat on various Boards and she currently runs her own business.



John Jenkins - John is former Chartered Surveyor with post graduate Diploma in Housing Studies. John has worked with private housebuilders, local authorities and Scottish Government before retiring following 10 years with the Scottish Housing Regulator.



Lyndsay Moffat - Lyndsay works for a housing association in Glasgow. She has a Diploma in Corporate Governance and is Chair of the Scottish Housing Connections Website Consortium. She has a keen interest in the community-based housing movement and performance management.



Abira Sarwar – Abira is currently Finance Manager in Partick HA who manages Management Committees as a part of the housing industry. She is an ACCA affiliate with extensive experience in Finance. Abira shows interest on how Forth HA show best practises they have in place and their regeneration programme in the Stirling area.



Callum Wynd - Callum works for a local authority. He has housing sector experience, both in his current role and as a Graduate in Housing Strategy and Development in Falkirk. Callum has a great knowledge on a variety of aspects of the social housing sector, including housing management, housing strategy & development and housing legislation.



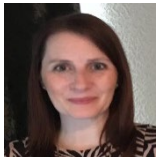
Andrea Mina - Andrea brings a wealth of experience, through a career specialising in housing management and commercial services, at both local authority and housing association settings. Andrea leads all factoring services within Link Group's subsidiary Curb and is committed to delivering positive change in local communities.



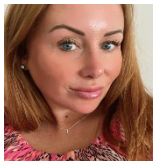
Elaine Rosie - Elaine has a magnitude of experience in housing and across many sectors and has worked for various Housing Associations including also the Scottish Housing Regulator. She believes strongly in the provision of good quality affordable housing and she is keen to contribute to the management committee of Forth HA.



Hazel Robertson - Hazel has extensive experience in managing the design and construction of homes for Housing Associations in Scotland and England before retiring in 2022. Having previously served on the Committee of a small Housing Association, Hazel is keen in actively contributing to the continued growth of Forth HA.



Kerray Dawson - Kerray works for Stirling Council's Housing Management team within Property and Assets. She has experience and knowledge in Housing Property Maintenance along with Business Management & Performance and has a keen interest in performance management and housing provision for communities.



Jillian Fearnside - Jillian has worked in housing management roles in community-based housing associations since 2011. She is currently a Senior Housing Officer in a Glasgow based association. Jillian is particularly interested in the role that landlords play in the community and communities having a say on how things are done.



Councillor Gerry McGarvey - Councillor McGarvey attends meetings as an observer and is the link between Stirling Council and Forth.

CONTRACTORS AND CONSULTANTS

Adam Domestics	Graham Robertson Electrical
Aquaklenz	ID Verde
Alex M Adamson	Information Law Solutions
All Cleaned Up	John Swain
Ally Baird	Macdonald & Cameron
Alex Brewster Electrical	MP Group
BJ Joiners	Quinn Internal Audit
Brightridge	Research Resource
Brownriggs	Robert Taylor
C.A. Decorating Services	Robertson Group
Cruden Homes (East) Ltd	Saltire
DA Gilmour (Ltd)	SG Pro
D&S Slater	Stirling Community Enterprise
Dumbreck Decorators	Stirling Electrical Services
First Call Trades	Stuart MacLaren Plumbing & Heating
Forth Plumbing & Heating	TC Young Solicitors
FMD Financial Services	The Printbrokers
Full Circle Solving	



Forth Housing Association
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Forth Housing Association Ltd is a registered Scottish Charity No. SC003550

