

**Recruitment Pack**

**Repairs & Voids Manager**

Closing Date:

Friday 28th March 2025 at 12 Noon

**Contents**

|  |  |
| --- | --- |
| Welcome from CEO | 3 |
| About Us | 4 |
| Our Vision & Values | 5 |
| Job Role/Description | 6 |
| Person Specification | 11 |
| Key Relationships | 13 |
| The Selection Process | 13 |
| Summary of Terms | 14 |
| Contact Us | 15 |

**Welcome from the CEO**

**Dear Applicant,**

Thank you for your interest in working with Southside Housing Association as our Repairs & Voids Manager. This pack will provide you with details of the role and information about the Association to assist you in the application process.

If you have any questions, or would like to discuss the role further, please contact Aileen Radford – [aradford@southside-ha.co.uk](mailto:aradford@southside-ha.co.uk). In addition, our Director of Property Services, Paul McColgan, is available for an informal confidential discussion. Please arrange this via Aileen Radford.

Should this opportunity be of interest to you, please complete the application form and return to [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk).

Thanks again for your interest and I wish you good luck with your application.

Yours faithfully,

Paul McVey

**Chief Executive Officer**

**Our Vision & Values**

**VISION**

We have a vision to support thriving places and communities.

We want:

* All our homes to be popular, affordable, well-maintained & energy efficient;
  + Our customers to receive excellent services from approachable and knowledgeable staff;
  + To service the needs of all communities equally, and;
  + To work with partners to build popular and inclusive neighbourhoods.

**VALUES**

**Professional**: We will act with integrity, we will be impartial in the advice we give and the actions we take, and we will be reliable and competent in our work.

**Responsive**: We will be focused on both the needs of the individual customer and the community.

**Progressive**: We will seek to empower individuals and communities in our work. We will be proactive in addressing problems and we will tackle inequalities where we find them.



**About us**

At Southside Housing Association (SHA) we care about our community.

SHA is a registered social landlord providing housing and a range of other services across the south side of Glasgow.

We are community controlled which means our decisions are taken by a tenant-controlled Management Committee. We are also a registered Scottish charity (Scottish Charity Number SC036009).

We have operated as a social landlord on the south side of Glasgow for over forty years and currently own and manage approximately 2,250 houses for social rent, provide a factoring service for a further 1,000 owners and through our subsidiary company, Southside Lettings, have a further 250 properties for Mid-Market Rent. We also have an extensive development programme to build new homes.

Over the years we have expanded the range of services we provide to include:

* A variety of housing options & support Money advice & support
* Community events & activities Repairs & maintenance
* Concierge & common area maintenance Handyperson, Home & Hospital and Advice & Information (for older and disabled people living in Glasgow)
* Advice & information on repairs and home improvements (for people who live in Glasgow who are aged 65 and over, or have a disability, irrespective of age).

**Summary of Terms**

**Southside Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH Terms.**

**A summary of the principal areas are as follows:**

|  |  |
| --- | --- |
| **Salary** | EVH Grade 7 £39,072 to £42,903 |
| **Salary Payment** | Salary will be paid on 23rd of each month |
| **Contract Status** | Permanent |
| **Hours** | 35 hours per week, Monday to Friday. The office is open to the public Monday to Friday, 9am to 5pm. |
| **Place of work** | Southside Housing Association, Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB. The Association has onsite parking. |
| **Holiday Entitlement** | 25 days per annum and 15 public holidays per annum |
| **Pension** | The Association offers SHAPS Defined Contribution Pension Scheme (Employee contributions 5% and Employer contributions 10%). New staff are auto-enrolled immediately at the above contribution rate |
| **Notice Period** | 4 weeks |
| **Professional Fees** | One set of professional fees pad per annum |
| **Learning & Development** | We are Investors in Young People accredited and we are committed to investing in our people to ensure that staff members within each department are able to contribute fully to the Associations’ objectives. |
| **Additional Benefits** | The Association has a culture that promotes work/life balance and is supportive of flexible working requests.  Commitment to continued learning and development.  Staff can access Hospital Saturday Fund (at their own cost).  Access to Cycle to Work Scheme. |



**Our Vision**

We have a vision to support thriving places and communities. We want;

* All our homes to be popular, affordable, well-maintained and energy efficient;
* Our customers to receive excellent services from approachable and knowledgeable staff;
* To serve the needs of all communities equally, and;
* To work with partners to build popular and inclusive neighbourhoods.

[To support our vision we are active members of the Scottish Federation of Housing Associations (SFHA),](https://www.sfha.co.uk/) [Glasgow and West of Scotland forum of Housing Association (GWSF)](http://gwsf.org.uk/) and [Employers in Voluntary Housing (EVH).](https://www.evh.org.uk/)

**Our Values**

1. **Respect**

We will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated.

1. **Integrity**

We will conduct ourselves with honesty and transparency

1. **Positivity**

We strive for positive outcomes and focus on the solutions that will deliver them

1. **Responsibility**

We will be dependable, professional, reliable and consistent

**Job Role/ Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Job Details | | | |
| **Job Title** | Repairs and Voids Manager | **Report to:** | Director of Property Services |
| **Department** | Property Services | **Date Created** | October 2023 |
| **Grade** | 8 | **Last Review Date** | March 2025 |
| **Points** | PA28-PA31 | **Salary** | £46728 - £50556 |
| Job Summary | | | |
| 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.  The main focus of our 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 Management Committee 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 communities we serve.  A key role of the Repairs and Voids Manager post is to oversee activities, manage service delivery and, where required, implement or propose changes or improvements within the Property Services Team. You will provide leadership and supervision of the Repairs Team and line management of staff. You will supervise, coach and support the team to deliver a high level of performance across all key aspects of service delivery from a strategic and customer focused position. Operationally the main functions relate to overseeing that we provide an efficient and quality based reactive, void and out of hours repairs service. You will also provide technical input and assistance in the management and supervision of planned and cyclical repairs contracts which may also include dealing with our factored and mid-market rent customers.  The post requires excellent interpersonal and communication skills (verbal and written), which is key to interacting with our customers, contractors, colleagues and other external agencies. You must be competent in the use of IT, strong organisational and time management skills and the ability to monitor performance and value for money. It is important to possess a detailed knowledge of reactive repairs, void management and planned and cyclical works. An understanding and implementing of all health and safety and compliance duties placed upon the Association in the management of contracts and repairs and maintenance is required. 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.  It is important to possess a good knowledge of property maintenance within a social housing environment. A high level of knowledge on associated legislation including all matters relating to Health and Safety including but not restricted to; Asbestos, Gas Safety, Water Hygiene, Electrical Safety, Lift Safety, Mould and Damp Management, CDM 2015 Regs is necessary.  You should have or attain a comprehensive understanding of procurement regulations and practices that are relevant to an RSL.  In addition, you will demonstrate effective leadership and a positive management style, to promote and drive continuous improvement, manage change, achieve Association goals, and maintain staff morale.  All staff of the Association must understand and implement the values of Southside Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected.  You will understand and implement the core values of Southside Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. You will abide both in spirit and legally by the Equalities and Diversity legislation and Policies. You will treat all personal data in strict adherence of the General Data Protection Regulations (GDPR) | | | |
| Values and Competencies | | | |
| **Southside’s Core Values:**   * Respect – we will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated. * Integrity – we will conduct ourselves with honesty and transparency. * Positivity – we strive for positive outcomes and focus on the solutions that will deliver them. * Responsibility – we will be dependable, professional, reliable and consistent.   **Core Competency Areas:**   * Communication with staff and external agencies and contractors * Making things happen within your department * Showing leadership and inspiration at your level in the organisation.   What does this mean for the post holder:   1. You will demonstrate an awareness and understanding of your role and your place in the team and take responsibility for your actions. 2. You will seek advice and support appropriately from colleagues and the Director of Property Services. 3. You will be self-motivated, positive and supportive of your colleagues and the Management Committee. 4. You will demonstrate respect, honesty, and professionalism across all areas of your job. 5. You will take responsibility for your development and performance, keeping up to date with new processes and information. 6. You will be able to identify training and learning opportunities. | | | |
| **Job Outputs** | | | |
| **Role Output** | | **Includes the requirement to** | |
| To provide reports and other forms of communications / documents for colleagues including the Director of Property Services. | | * Prepare and deliver performance reports and policies for presentation to the Management Committee. * Produce and analyse expenditure and performance reports from the Association’s Housing system. * Provide KPI reports in relation to Property Services objectives and targets. * Assist the Director of Property Services in the collation of information for the ARC to the Scottish Housing Regulator. | |
| Assist the team in providing an effective repairs and factoring service to our customers. | | * Lead the Repairs Team to deliver excellent customer service across the range of repairs and voids functions. * Provide day-to-day management of the Repairs Team. * Ensure that all contracts / instructed works and contractors meet all health and safety, legislative and compliance requirements placed on SHA in the delivery of our services. * Ensure that Southside HA’s responsibilities as a landlord are met by ensuring compliance with current contractual and legal conditions through the effective implementation of operational policies. * Develop, implement and monitor effective client-side management arrangements including appropriate contracts/SLAs with external contractors which ensure the delivery of high quality, Value for Money services. * Ensure the effective procurement and delivery of our reactive, voids and out of hours services and programmes. * Achieve or exceed agreed KPI’s and financial targets to provide improving services and value for money. Ensure effective liaison arrangements are in place with contractors to ensure that all KPIs are met, including quality checks, and improvement plans put in place where there is underperformance. * Oversee the Association’s void management process in conjunction with colleagues from Housing to ensure void timescales and quality standards are within agreed performance standards. * Ensure the provision of high-quality repairs and maintenance services to all our customers. * Ensure procedures for tenants’ alterations, compensation for improvement and right to repair scheme are adhered to, monitored and reviewed regularly. * Provide technical advice to the various elements of the team where required or ensure that advice is obtained from external sources. * Ensure regular meetings and appraisals are conducted for all staff within the Repairs Team and that learning and development needs for staff are identified and addressed. * In all aspects of the organisation`s work, promote effective communication, excellence in customer service and focus on continuous service improvement. | |
| Provide a high-quality front-line customer service and obtain feedback on the effectiveness of the services we provide | | * Promote a culture of high standards of service delivery and continuous improvement. * Ensure that our customers are kept informed and updated on all aspects of our works where required. * Manage the Associations Complaints Handling process as per our policy and procedures. * Analyse complaints to consider future actions or changes to policy or 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 | | * Ensure that budgets are accurately compiled and monitor overall expenditure against relevant contracts and provide appropriate reports. * Achieve value for money in the delivery of all Property Services repair and maintenance contracts. * Ensure invoice progression and authorisation is completed in accordance with all relevant policies and SHA financial Regulations. * Oversee the planning and procuring of contracts, including writing tender specifications and evaluating tender submissions in line with the Association’s Procurement Policy. | |
| Contribute to leadership and strategic direction of the organisation | | * Assist the Director of Property Services  to contribute to the growth of the Association’s business and its positive image. * Provide support and advice to staff on all aspects of the property management service. * Supervise, lead and inspire the repairs team to ensure there is a strong performance culture where targets are met. | |
| Provide line management, coaching & leadership to Staff | | * Lead by example - ensuring that our teams are a visible and familiar face within our communities. * Ensure the values of the Association are reflected in your work and that all services provided are delivered in line with the Association’s Vision, Mission and Core Values. * Meet regularly with the Director of Property Services and team members to monitor and review the operation and performance of the department. * Carry out annual appraisal with relevant staff as directed by the Director of Property Services. * Promote the aims and continuous improvement of the Association through positive leadership styles. * Be an effective role model for team members and able to give guidance in all aspects of the service. * Ensure staff are supported through learning and development and completion of training plans. * Ensure the team are proficient in the use of our management systems and databases. * Participate in the recruitment, selection and ensure the effective induction of staff as directed by Director of Property Services. * Maintain a high level of commitment and morale among the team. | |
| General Duties | | * Conduct business in accordance with Southside HA’s policies and procedures and in line with legislation. * Work in collaboration with the Investment end of the department, planned and cyclical maintenance staff, Housing Managers and other colleagues to deliver seamless services across the housing and property services functions. * Review and monitor services to ensure they are effective and that they meet the requirements of relevant performance standards and take action to address service failures where necessary. * Attend training, seminars and conferences as and when required. * Attend and participate in team and other staff meetings. * Assist with other duties as requested by the Director of Property Services or Chief Executive in accordance with your Grade. | |

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** | **Method of Assessment** | |
| **Skills & Abilities** | | | **Form** | **Interview** |
| Educated to HNC level or equivalent in building, construction, or other relevant professional qualification or demonstrate an acceptable level of transferrable skills and experience. | X |  | ✓ |  |
| Demonstrable skills in the management of performance, risk, budgets, and people. | X |  | ✓ | ✓ |
| Excellent written, oral presentation and communication skills and ability to communicate effectively with individuals/ other organisations at a senior level. | X |  |  | ✓ |
| Demonstrate excellent IT skills relevant to the post / job description. | X |  | ✓ |  |
| Present a positive image at all times both internally and externally. | X |  |  | ✓ |
| Work with a high degree of autonomy to deliver business priorities and manage workload within a pressurised and dynamic operating environment. | 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** | | |  |  |
| Excellent people management and motivational leadership with a track record of delivering outcomes and achievement of key targets. | X |  | ✓ | ✓ |
| Extensive knowledge and experience at a senior level of property management in a complex organisation. |  | X | ✓ | ✓ |
| Ability to manage contractors effectively. | X |  |  | ✓ |
| Strategic understanding of the business priorities of the Property Services functions as well as the organisation as a whole. | X |  |  | ✓ |
| Experience of Void Repair Management. |  | X |  | ✓ |
| Dealing with and resolving complaints. |  | X | ✓ |  |
| Working experience of housing repair systems. |  | X | ✓ |  |
| **Knowledge** | | |  |  |
| Strong working knowledge and understanding of relevant Health & Safety legislation, in particular the CDM 2015 Regulations. | X |  | ✓ | ✓ |
| Understanding of Control of Asbestos, Gas Safety, Water Hygiene, Electrical and other relevant Regulations in accordance with activities. | X |  | ✓ | ✓ |
| Knowledge of current procurement regulations and processes applicable to an RSL. |  | X |  | ✓ |
| General understanding of technical specifications and building standards, including Energy Efficiency Standards. | X |  |  | ✓ |
| Awareness of sustainability in housing design, construction and maintenance. |  | X |  | ✓ |
| Commitment to continuous improvement and quality in all aspects of work. |  | X |  | ✓ |
| **Values/Attitudes** | | |  |  |
| Demonstrate an understanding of equalities. | X |  | ✓ |  |
| Fully understands the principles and practice of Data Protection and Freedom of Information. |  | X | ✓ |  |
| Professional customer focused approach. | X |  | ✓ | ✓ |
| Ability to find solutions to complex problems. | X |  |  | ✓ |
| **Other Requirements** | | |  |  |
| Full driving licence and use of a car. | X |  | ✓ |  |
| Familiar with the principles of community involvement and promotion of the Association. |  | X |  | ✓ |

**Key Relationships**

|  |  |
| --- | --- |
| **Who?** | **Why?** |
| Director of Property Services | Head of Department / Line Manager |
| Asset Officer, Repairs Co-ordinator, Services Contracts Officer | Team Leaders |
| Ass Management Team, Repairs Team, Service Contracts Team | Team Members |
| Investment Contracts | Responsible for development & modernization and specialist technical advice |
| Contractors | Establish a working relationship to ensure quality service delivery and understanding of expectations |
| Housing Services Team | Work together with colleagues in providing an effective voids management service and on aspects of joint service delivery |

**The Selection Process**

Visit our website for more information and to download an application pack via: [**southside-ha.org/vacancies/**](https://southside-ha.org/vacancies/)

If you need assistance downloading the pack please send an email to [**recruitment@southside-ha.co.uk**](mailto:recruitment@southside-ha.co.uk) and a member of staff will get back to at the earliest opportunity.

|  |  |
| --- | --- |
| **Application** | Please complete the application form.  When completed please return to [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk) |
| **Closing Date** | Friday 28th March 2025 at 12 noon. |
| **Interview** | Interview invites will be sent by email. |
| **Place of Interview** | 135 Fifty Pitches Road, Cardonald, G51 4EB. |
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**Summary of Terms**

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

|  |  |  |
| --- | --- | --- |
| **Salary** | Employers in Voluntary Housing  Grade 8 - £46,728 - £50,556 | |
|  | | |
| **Salary Payment** | Salary is paid on the 23rd of each month | |
|  | | |
| **Contract Status** | Permanent | |
|  | | |
| **Hours** | 35 hours per week, Monday to Friday. The office is open to the public: 9am-5pm Monday to Friday | |
|  | | |
| **Place of Work** | Southside Housing Association, Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB. The Association has onsite parking. | |
|  | | |
| **Holiday Entitlement** | 25 days annual leave and 15 public holidays per annum | |
|  | | |
| **Pension** | The Association offers SHAPS Defined Contribution pension scheme (Employee contributions 5% and Employer contributions 10%). New staff are auto-enrolled immediately at the above contributions. | |
|  | | |
| **GDPR** | | You can view the Association’s Fair Processing Notice on our website –  [www.southside-ha.org/data//SHA\_Fair\_Processing\_Notice\_](https://www.southside-ha.org/data/SHA_Fair_Processing_Notice___Revised_October_2023_2023_11_02_13_21_47_000.pdf) |

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**Contact Us**

recruitment@southside-ha.co.uk

[www.southside-ha.org/working-with-us/](https://www.southside-ha.org/working-with-us/)

0141 422 1112

135 Fifty Pitches Road, Glasgow G51 4EB

