



Job Description

Job Title:	Property Services Officer (Fixed Term – 3 years)
Department:	Property Services
Normal Work Location:	2 Meiklehill Road, Hillhead, Kirkintilloch G66 2LA
Reports to:	Depute Director / Head of Assets
Responsible for:	n/a
EVH Grade & Salary Point	Grade 7, PA22-PA25 £39,072 - £42,903 (pay award pending April 2025)

PURPOSE AND SCOPE

To contribute effectively to the section to allow the best possible service to be offered to tenants and other stakeholders, while ensuring that the Association receives value for money in all aspects of its maintenance and wider role related activities. To ensure that the Association's properties are maintained to as high a standard as possible through liaison with tenants, partner organisations and stakeholders, taking account of budgetary levels. To ensure effective management of all works carried out on behalf of the Association, including large scale planned maintenance projects, and assist in the appointment of contractors.

MAIN OBJECTIVES

- Ensure that the best possible service is offered to the tenants in the interests of the Association.
- Ensure that the Association receives value for money in all aspects of its maintenance and wider role related activities.
- Ensure that the Association's properties are maintained to as high a standard as possible taking account of budgetary levels.
- Liaise with tenants, partner organisations and stakeholders where relevant.
- Assist in the appointment of contractors to carry out all the Association's projects, ensuring all procurement activities are executed in line with the Association's policy and all appropriate legislation.

- Ensure effective management of all works carried out on behalf of the Association, including large scale planned maintenance projects, adhering to the Association's Rules and Policies at all times.
- Contribute effectively to the Property Services Team to allow the section to offer the best possible service on behalf of the Association to tenants and other stakeholders.

**MAIN DUTIES –ALL MAINTENANCE TASKS
(REACTIVE, PLANNED, CYCLICAL & NEW BUILD)**

- Contribute and attend progress meetings in relation to all Property Services related contracts (including but not limited to Reactive Repairs, Gas Servicing and Repairs and Landscape Maintenance) ensuring that KPIs are met and that the standard offered by the contractor is of an acceptable standard.
- Coordinate, monitor and oversee Stage 3 adaptations taking full cognizance of grant funding available for the year, including arranging and overseeing claims to The Scottish Government. Ensuring value for money and a high standard of workmanship.
- Monitor, oversee and progress the annual electrical testing programme and assist with the gas cyclical programme if and when required.
- Follow up any comments in relation to dissatisfaction in response to the Tenants Satisfaction Surveys conducted monthly.
- Appraise contractors' invoices, along with other officers of the Property Services Team in accordance with policy.
- Liaise with tenants as and when required and provide guidance and information in relation to technical issues.
- Identify any rechargeable repairs noted and update the Property Services Assistant/Corporate Services Assistants accordingly.
- Appraise and approve, in line with Policy, any tenants requests for alterations and improvements.
- Maintain and update the Asbestos Register along with other members of the Property Services Team as required and in line with the Policy.
- Oversee and progress insurance claims as and when required along with other members of the Property Services Team.
- Assist with collation of reports to the Management Committee quarterly, including providing statistical information along with other members of the Property Services Team.
- Assist with collation of statistical information required for benchmarking purposes along with other members of the Property Services Team.
- Maintain accurate records on all duties and activities, including that of key logging, including paper and computer records.
- To assist with the procurement of consultants and contractors in relation to maintenance contracts as required.

- Keep abreast of legislation and Association policies relevant to the Property Services Team.
- Carry out pre and post inspections in accordance with policy and the agreed inspection criteria (Reactive, Cyclical, Planned & New Build Works).
- Inspect and instruct void works and monitor progress to ensure works are turned around in accordance with policy and procedures as required. Liaise with Housing Management regularly and as required.
- Periodically inspect properties and common areas such as closes and update database information as required.
- Provide assistance and support to all other team members including Corporate Services Assistants.

PLANNED AND CYCLICAL MAINTENANCE

- Assist with the procurement of consultants and contractors in relation to planned and cyclical maintenance contracts as required.
- Contribute to the effective running of all planned and cyclical maintenance programmes. Liaise with consultants contractors and tenants. Carry out pre works surveys, appraise quality of work, value for money and contract progress against programme.
- Keep up to date records of all works carried out throughout HHA stock, ensuring replacement timescales reflect that shown within Stock Condition Survey & Life Cycle information

GENERAL DUTIES

- Be mindful at all times and ensure contractors are adhering to relevant Health and Safety Regulations and CDM Regulations (where relevant).
- Be familiar and take account of all relevant departmental and organisation policies and procedures.
- Attend and chair meetings as deemed necessary.
- Attend appropriate forums, seminars and training events as deemed necessary.
- Undertake any other reasonable duties commensurate with the work of the Association as deemed necessary by the Depute Director/Head of Assets.