

Lettings & Property Assistant

Factoring Services EVH Grade 6 Full Time | Permanent Based at Mansfield Street, Glasgow

About Us

At Partick Housing Association, and our subsidiary Partick Works Limited, we are committed to providing high-quality services to our customers and communities.

Partick Works Limited are looking for an enthusiastic and customer-focused Lettings & Property Assistant to join the team. This is an exciting and varied role that combines responsibility for our Mid-Market Rent portfolio with involvement in commercial property letting and property factoring services.

About the Role

This is a key operational role within our Factoring Services team. You will take day-to-day responsibility for the management of the Association's Mid-Market Rent portfolio, ensuring properties are let efficiently, tenancies are managed effectively and customers receive a high-quality service.

You will also support the management of our commercial property portfolio and assist in delivering property factoring services for owners across our communities.

The role requires strong organisational skills, sound judgement and the ability to interpret information from a range of sources to make routine operational decisions, resolve customer enquiries and ensure compliance with relevant legislation, policies and procedures.

Key Responsibilities

You will:

- Manage the day-to-day operation of the Association's Mid-Market Rent portfolio.
- Coordinate property advertising, viewings, allocations and tenancy sign-ups.
- Prepare tenancy agreements, inventories, deposit documentation and tenancy packs.
- Monitor tenancy compliance, tenancy renewals and property inspections.
- Manage rent arrears cases and support debt recovery and possession proceedings where required.
- Liaise with customers, contractors, solicitors, letting agents and external partners.
- Arrange and monitor property compliance requirements including gas, electrical and safety certification.
- Support the letting and administration of the Association's commercial property portfolio.
- Assist with the delivery of property factoring services, including owner enquiries, common repairs and major works administration.

About You

We are looking for someone who can demonstrate:

- Experience in residential letting, property management, housing management, factoring or a related property environment.
- Strong customer service and communication skills.
- Ability to manage a varied workload and work with minimal day-to-day supervision.
- Strong administrative and organisational skills with excellent attention to detail.
- Qualification in Residential Letting and Property Management (or willingness to work towards one).
- Experience of Mid-Market Rent or Private Residential Letting.
- Experience of Commercial Letting or Property Factoring.
- Knowledge of Scottish housing, letting or factoring legislation.
- Understanding of title deeds, common repairs and property compliance requirements.

What We Offer

In return, we offer:

- Competitive EVH terms and conditions.
- 40 days annual leave entitlement.
- Defined contribution pension scheme.
- Flexible and family-friendly working arrangements.
- Learning and development opportunities.

Join Us

If you are looking for a varied and rewarding role where you can make a real difference to customers while developing your property management career, we would love to hear from you.

Partick Housing Association is committed to equality, diversity and inclusion and welcomes applications from all sections of the community.

Closing date: 10am on Wednesday 14th October 2026

Interview date: Thursday 29th October 2026