



JOB DESCRIPTION

Job Title:	Maintenance Officer
Department:	Investment
Location:	10 Mansfield Street, Glasgow, G11 5QP
Salary:	EVH Grade 7
Reports To:	Asset Manager

Overall Purpose

To support the Asset Manager and Investment Team in delivering planned investment, repairs, voids, compliance and asset management activity that maintains safe, energy efficient, well-maintained homes and supports high levels of customer satisfaction. The post will contribute to data-led asset planning, effective contract management, budget control, regulatory compliance and continuous improvement, while operating with appropriate autonomy within PHA policies, procedures and delegated authority.

Key Responsibilities

- Support the Asset Manager and wider Investment Team in delivering planned investment programmes, responsive repairs, void works, adaptations, common works and compliance activity to agreed standards, timescales and budgets.
- Manage allocated contracts, contractors and suppliers to ensure works are delivered safely, on time, within budget and to agreed quality standards, including monitoring performance, challenging poor performance, resolving operational issues and escalating significant risks to the Asset Manager.
- Manage and maintain accurate stock condition, component, energy performance and compliance data to support delivery of the Scottish Housing Quality Standard, Energy Efficiency Standard for Social Housing, EESSH2, Net Zero objectives, the Scottish Social Housing Charter and wider tenant safety requirements.
- Support the Asset Manager in implementing, monitoring and reviewing PHA's asset management approach, including contributing technical information, performance data, stock intelligence and operational feedback to inform investment priorities.
- Consult and work collaboratively with colleagues across PHA, customers, contractors, consultants and partner agencies to deliver joined-up, customer-focused services that provide value for money and support positive outcomes for tenants and owners.
- Undertake pre and post inspections of projects, repairs and process orders, to enable accurate diagnosis of work needed and good cost control.

- Contribute to the review of policies, procedures, specifications and service improvements by providing technical input, operational learning, customer feedback and performance information.
- Ensure repairs, void, planned and compliance orders are accurately raised, coded and monitored, minimising unnecessary variations, time extensions and repeat visits while maintaining quality, tenant safety and budget control.
- Deal with customer requests and order grant funded works for adaptations in line with the Associations policy.
- Deal with customer requests for property alterations, in line with the Associations policy.
- Minimise void rent loss through efficient joint working practices including; conducting pre-end of tenancy inspections; agreeing work programmes; enforcing quality and void turnaround standards; improving properties to meet customer needs.
- Manage allocated budgets and resources within delegated authority, achieving value for money, monitoring spend, forecasting commitments, identifying variances and ensuring compliance with financial procedures, procurement requirements and audit standards.
- Support compliance across PHA stock, including gas, electrical, fire, asbestos, legionella, damp and mould, lift and other relevant tenant safety requirements, ensuring records, follow-up actions and contractor evidence are accurate, complete and available for assurance and audit.
- Check, analyse and authorise invoices within delegated limits, ensuring works are evidenced, coded correctly and compliant with the relevant contract, Schedule of Rates, procurement requirements and financial procedures.
- Make effective use of ICT, housing and asset management systems to record, validate, analyse and report on repairs, investment, compliance, component, energy and customer data, using this information to support decision making, performance monitoring, budget control and service improvement.
- Carry out estate, property, pre-work and post-work inspections, recording findings accurately and using inspection outcomes to raise work orders, update asset data, identify risks, inform investment priorities and support quality assurance.
- Assist with the development and delivery of area improvement plans, using customer feedback, estate intelligence, performance information and asset data to identify priorities, attend close meetings and customer events, and support effective communication with tenants and owners.
- Investigate and respond in writing to service complaints in line with the Associations Complaints Policy.
- Work in partnership with contractors, consultants, statutory bodies and partner agencies to deliver safe, compliant, high-quality and customer-focused services, escalating risks or performance concerns to the Asset Manager as appropriate.
- Ensure work within the postholder's area of responsibility complies with relevant legislation, regulatory standards, PHA policies and procedures, procurement and financial controls, health and safety requirements, equalities duties, data protection, anti-fraud and bribery requirements.
- Undertake any other duties as reasonably directed by the Association.



PERSON SPECIFICATION

Job Title: Maintenance Officer
Team: Investment
Date: July 2026

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
Educated to HNC level or equivalent in a relevant technical, building, surveying, construction, asset management or property-related discipline. This may be substituted in exceptional cases where substantial directly relevant experience, technical competence and an appropriate skill set can be demonstrated.	✓	
Technical, building, surveying, construction or property-related qualification, such as time-served trade certification, SVQ, HNC, HND or surveying qualification.		✓
2. Skills and Abilities		
Ability to manage budgets and interpret financial and performance information.	✓	
Excellent written and verbal communication skills and ability to use plain language for a variety of audiences.	✓	
Excellent customer care and interpersonal skills to deal with a range of customers, Board members, colleagues and contractors.	✓	
Technical and financial knowledge and ability to exercise good judgment and problem solve.	✓	
Excellent understanding of Health and Safety statutory/regulatory requirements.	✓	
Ability to work well and flexibly as part of a team.	✓	
Excellent ICT skills, including Microsoft Office and relevant housing or asset management systems, with the ability to maintain accurate records, extract and analyse data, prepare reports, monitor performance and present information clearly for operational and management purposes.	✓	
3. Experience and Knowledge		

• Relevant experience of delivering repairs, maintenance, planned investment, compliance or asset management services, preferably in the social housing sector.	✓	
• Working knowledge of housing management, repairs, compliance or asset management systems, with experience of maintaining accurate records and using system data to support service delivery and reporting.		✓
• Working knowledge of repairs and maintenance, planned investment, contract management, procurement, customer engagement, asset data, tenant safety compliance and relevant housing, construction, health and safety and regulatory requirements.	✓	
• Experience of delivering a customer focused service and commitment to effective performance management and continuous improvement.	✓	
• Understanding of the role of housing associations and the social housing sector.		✓
• Experience of coordinating work with colleagues, contractors or consultants, influencing others to deliver agreed outcomes and constructively addressing performance or service delivery issues.		✓
• Experience of providing clerk of works service in relation to planned renewal and new build projects.		✓
4. Other Requirements		
• Commitment to continuing professional development.	✓	
• Can commit to evening and weekend working when required.	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required.	✓	
• Basic Disclosure Check.	✓	