



JOB DESCRIPTION

Job Title:	Letting and Property Assistant
Team:	Factoring Services
Location:	10 Mansfield Street, Glasgow G11 5QP
Salary:	EVH Grade 6 (£36,517 - £39,921)
Reports to:	Factoring Manager

Overall Purpose

To take day-to-day operational responsibility on behalf of Partick Works Limited, for the effective letting and management of the Association's mid-market rent portfolio, provide defined operational and administrative support for commercial letting and property factoring, including customer enquiries, tenancy and occupancy documentation, inspections, repairs, compliance records, payments, common works and performance information. Delivering a high-quality, compliant and customer-focused service.

Key Responsibilities

Mid-Market Rent Letting and Tenancy Management

- Take day-to-day responsibility for the operational management of the mid-market rent portfolio in accordance with relevant legislation, regulatory requirements, tenancy conditions and organisational policies.
- Advertise and market vacant properties through approved channels and coordinate applications, eligibility checks, references, viewings and offers.
- Assess applicant and tenancy information from multiple sources, identify discrepancies or operational risks, and recommend or take appropriate action within delegated authority.
- Prepare and issue tenancy agreements, statutory information, deposit documentation, inventories, move-in packs and other required records.
- Provide accurate pre-tenancy advice and support, explaining tenancy obligations, rent, deposits, repairs, property condition and available services.
- Coordinate tenancy renewals, property inspections and required gas, electrical and other safety certification.
- Monitor tenancy compliance and apply tenancy conditions consistently and fairly.
- Monitor rent accounts, contact tenants regarding arrears, agree routine repayment arrangements within authority and refer complex or high-risk cases appropriately.
- Prepare documentation and evidence for debt recovery, recovery of possession and First-tier Tribunal proceedings, liaising with colleagues, solicitors and external agencies as required.
- Coordinate end-of-tenancy activity, including notice, inspections, inventories, property condition, outstanding balances, deposit deductions and void turnaround.

- Administer tenancy deposits accurately and in accordance with applicable requirements.
- Coordinate repairs and maintenance, maintain appropriate records and liaise with Property Services Team colleagues and contractors to progress cases.
- Maintain accurate and auditable tenancy, property, compliance and financial records.
- Provide advice and information to tenants and colleagues that commits the service to routine, non-critical operational actions.
- Identify complex, sensitive or high-risk matters and escalate these promptly to the Factoring Manager.
- Manage the letting and routine administration of cycle pods.

Commercial Letting

- Support the day-to-day administration and letting of the commercial property portfolio in accordance with leases, organisational policy and relevant legal requirements.
- Market vacant commercial premises and coordinate enquiries, viewings and applicant information.
- Obtain and review application documentation, references and business information, identifying gaps or issues for management consideration.
- Coordinate the preparation, issue and completion of commercial occupancy or lease documentation, working with managers and professional advisers where required.
- Monitor void periods and coordinate actions to support timely and appropriate re-letting.
- Maintain commercial lease, rent, insurance, inspection, compliance and repair records.
- Monitor compliance with occupancy or lease conditions and raise potential breaches with the Factoring Manager.
- Coordinate commercial property inspections, inventories, repairs, maintenance and end-of-occupancy requirements.
- Liaise with commercial tenants, contractors, finance colleagues, solicitors and other professional advisers to resolve routine operational queries.
- Prepare performance information on voids, arrears, repairs, compliance and letting activity.

Property Factoring

- Provide informed operational and administrative support for delivery of the property factoring service.
- Respond to owner enquiries, interpreting title deeds, service information and approved procedures to provide clear and accurate advice within the limits of the role.
- Liaise with Property Services colleagues regarding common repairs and provide owners with appropriate information on proposed works, responsibilities, costs and progress.
- Prepare, issue and monitor mandates and consultation documentation for major or common works.
- Process and record payments and maintain accurate owner, property, insurance and common repair records.
- Support implementation of new factoring services and onboarding of new customers or properties.
- Coordinate arrangements for building insurance where owners are not included in the Association's block policy.
- Check relevant title deed information and refer complex interpretation or legal issues to the appropriate manager or professional adviser.
- Carry out estate inspections, record findings, recommend routine follow-up action and monitor completion.
- Support customer engagement, consultation and communications, including newsletters and service events.
- Record and respond to first-stage complaints in accordance with the Complaints Handling Procedure and within delegated authority.

Performance, Quality and Service Improvement

- Maintain and interrogate complex property, tenancy, compliance, repairs and customer records.

- Collate information from different systems and sources, identify trends, anomalies and incomplete data, and recommend follow-up action.
- Produce accurate performance indicators, operational reports and information for managers, committees and the Board.
- Monitor agreed service standards and highlight potential performance or compliance concerns.
- Contribute operational knowledge to the review of procedures, guidance, standard letters and working practices.
- Maximise the effective use of ICT and ensure information is accurately recorded, stored and managed in accordance with organisational requirements.
- Support internal checks, audits, service reviews and quality-assurance activity relating to the role.
- Work collaboratively across the organisation and undertake other duties reasonably consistent with the purpose and grade of the post.



PERSON SPECIFICATION

Job Title	Letting and Property Assistant
Team:	Factoring Services
Date	September 2026

Requirement	Essential	Desirable
Education and Qualifications		
A relevant qualification at SCQF Level 6 or above, or equivalent demonstrable knowledge gained through substantial relevant experience.	✓	
A recognised qualification in residential letting and property management at SCQF Level 6 or above.	✓	
Willingness and ability to obtain within an agreed timescale any qualification required for staff carrying out letting agency work, where not already held.	✓	
Relevant training or qualifications in property factoring, commercial property, housing, debt recovery or tribunal work.		✓
Experience and Knowledge		
Relevant experience in residential property letting, tenancy management, property management or a closely related service.	✓	
Experience of managing a defined property, letting, tenancy or customer-service caseload with limited day-to-day supervision.	✓	
Technical knowledge and competence relevant to mid-market rent letting and tenancy management.	✓	
Working knowledge of relevant Scottish property, letting, housing and regulatory requirements.	✓	
Experience of mid-market rent or private residential letting.		✓
Experience of commercial property letting or lease administration.		✓
Experience of property factoring or owner services.		✓
Experience of preparing information for tribunal, legal, debt-recovery or possession action.		✓
Knowledge of title deeds, common repairs and building insurance.		✓

Requirement	Essential	Desirable
Experience of analysing service data and preparing management, committee or Board reports.		✓

Skills and Abilities

Ability to interpret and apply legislation, policies, agreements and procedures to individual cases.	✓
Ability to assess information from several sources, make sense of incomplete information and reach evidence-based operational conclusions.	✓
Ability to make routine operational decisions within agreed authority and recognise when escalation is required.	✓
Strong written and verbal communication, interpersonal and customer-service skills.	✓
Ability to deal confidently and sensitively with arrears, tenancy breaches, complaints and challenging customer situations.	✓
Strong numerical skills to review accounts, charges, arrears, payments and performance information.	✓
Excellent ICT skills, including Microsoft Office and the ability to maintain accurate, complex and auditable records.	✓
Ability to organise and prioritise a varied caseload, meet deadlines and work flexibly as part of a team.	✓
Ability to build effective working relationships with customers, colleagues, contractors and professional advisers.	✓
Undertake any other duties as reasonably directed by the Association.	✓

Approach and Other Requirements

Demonstrable commitment to excellent customer service, equality, diversity and inclusion.	✓
Understanding of confidentiality, data protection and health and safety requirements relevant to the role.	✓
Commitment to continuous professional development and to maintaining any qualification, registration or professional learning required for the role.	✓
Ability to attend properties, inspections, meetings or events as reasonably required by the role.	✓

** Where the qualification is not held on appointment, the successful candidate must be willing and able to achieve it within an agreed timescale.*

Assessment methods may include application form, interview, practical assessment, qualification checks and references.