

Quality Control Officer  
– 2 years fixed term

West of Scotland  
Housing Association



Recruitment Pack





Read our  
Recruitment charter on  
[Recruitment Charter](#)

## WELCOME

**Thank you for your interest in West of Scotland Housing Association. This pack explains who we are, what we need from you and what you need to do to apply.**

Our values shape how we act, our decisions and the services we provide. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.





## ABOUT US

Founded in 1965, West of Scotland Housing Association (WSHA) strives to be more than just a landlord. What sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to your needs as your lives change.

We provide around 4,500 homes across the West of Scotland and go further to provide housing you can call home. We have a wide range of homes to suit you at every stage of your life including tenemental flats, family homes, amenity properties and sheltered housing.

## OUR VISION

We go further to provide housing you call home.

## OUR MISSION

Our mission is to provide affordable and sustainable housing and services to enhance lives and empower communities in the west of Scotland. We will do this through engaging with our customers and partners, ensuring that every voice is heard and valued.



To ensure our values are reflected in everything we do, we have created a **Values Framework** which outlines the behaviours expected of our staff, managers and Board.



## WORKING FOR US

Access to a personal health care plan for you and your family.  
Access to staff shopping discounts and salary sacrifice staff tech and EV scheme

We are a member of Employers in Voluntary Housing (EVH)

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff health & wellbeing including free flu jabs and annual health checks.  
Cycle to work Scheme and secure bike shed at office

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows

**INVESTORS IN PEOPLE®**  
We invest in wellbeing Gold



### ***Pension:***

We offer a SHAPS defined contribution scheme provision to all staff employed by West of Scotland Housing Association.

The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.





## ABOUT THE ROLE

- ★ Job Title: Quality Control Officer – 2 years fixed term
- 🏠 Department: Development
- 📍 Location: Glasgow, G40
- 💖 Salary Scale: EVH Grade 7 £40,635 – £44,619 per annum

We are looking for a Quality Control Officer to join our Development Team for 2 years, you will share our values and you will use them to guide the way you work on a daily basis. You will be accountable to our Development & Projects Manager to oversee the condition, quality, and safety of work on new build construction sites and across WSHA's existing stock portfolio. Ensuring that building condition is recorded accurately, plans are followed correctly, and specifications and standards are met. Undertaking regular inspections, producing reports and monitoring works and materials

You should:

- Have proven experience of managing and supervising building works programmes including component replacements works
- Have the ability to collate and analyse information, maintain accurate written records and clear inspection reports
- Have knowledge of current Health and Safety legislation for the building industry.
- Have experience in carrying out internal and external building surveys including common areas
- Have experience of dealing with individual tenants/occupiers





## MAIN RESPONSIBILITIES

- Provide an on-site presence and undertake/fully comply with 'clerk of works' services. Undertake regular inspections and ad hoc inspections as agreed with the Development & Projects Manager or Employers Agent/Architect as required.
- Inspect the works at first install to enshrine a "right first time" approach and ensure high quality of work is delivered from the offset and continually achieved throughout the construction period. Check that all works are in accordance with the contract documents, best practice or any instructions which may have been issued by the Architect/Employer's Agent.
- Be fully conversant with the Construction Design and Management Regulations and liaise with the Site Manager as necessary.
- Assist Stock Condition & Technical Officers by undertaking stock condition surveys on WSHA's housing stock, consisting of individually surveying each property and all associated internal and external common areas.
- Efficiently use mobile working software to collect all associated survey data for site reports. Create a photographic inventory of WSHA's stock portfolio that is readily accessible for record keeping purposes.
- Notify the relevant manager and Employers Agent/Architect immediately of any significant problems that arise on site.
- Provide technical support to internal departments which may involve inspecting properties that require technical assessment before repair or works are instructed.
- Carry out pre & post inspections for significant repairs.
- Produce Energy Performance Certificates.
- Maintain awareness of Building Regulation and Health & Safety requirements and ensure that the contractor fulfils their contractual obligation to comply with all statutory requirements.
- Monitor regularly the "as built" and/or specification drawings being recorded by the Contractor.
- Attend all site meetings and project progress meetings, report as necessary and confirm the accuracy or otherwise of the Contractor's progress reports.
- Prepare Snagging Lists and ensure that WSHA's handover procedure and acceptable standards of quality of work and finish is achieved.
- Monitor contractors' performance in terms of quality of materials and quality of work. Ensure any site specific KPI's are achieved.
- Liaise with residents, consultants, contractors, and all internal teams as required.
- Provide support to colleagues in the Property Services Team and assist with covering other roles during periods of leave.
- Keep up to date with relevant changes in legislation and best practice.
- Attend training and other events as required.
- Participate and contribute to the development and updating of relevant strategies, policies, and procedures.

Carry out any other reasonable tasks that may be requested as part of the operations of the Development & Asset Management Department



## PERSON SPECIFICATION

## CRITERIA

### SKILLS and QUALITIES

**Essential Criteria** - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

**Assessment Method** - Applicants should note that the method of assessing individual applications is given in the assessment column (**Ass Method**) as follows:  
AF – Application Form; I-Interview, P – Presentation, PSY – Psychometric testing

<u>Criteria</u>	<b>Assessment Method</b>	<b>E</b>	<b>D</b>
<u>Skills &amp; Qualities</u>			
<b>Good interpersonal skills, ability to liaise effectively and work in partnership with contractors, internal and external customers, and agencies</b>	AF/I	*	
<b>Proved analytical and technical problem-solving skills.</b>	AF/I	*	
Good organisational skills and ability to manage a diverse workload	AF/I	*	
Competent IT and Office 365 skills, includes the use of MS Word and Excel	AF	*	
Ability to manage tight and competing deadlines and meet demanding performance targets	AF	*	
<b>Ability to convey clear concise instruction/information to contractors and tenants</b>	I		*
<b>Ability to collate and analyse information, maintain accurate written records and clear inspection reports</b>	AF/I		*
Effective team player with the ability to work independently, use own initiative, and collaborate with contractors and colleagues across departments and the wider organisation.	AF		*

### OTHER REQUIREMENTS

<u>Other Requirements</u>	<b>Assessment Method</b>	<b>E</b>	<b>D</b>
Able to work occasionally out with normal working hours	AF	*	
Hold a driving license and have use of a car, insured for business use	AF/I	*	





## PERSON SPECIFICATION CRITERIA

### EXPERIENCE and KNOWLEDGE

<u>Experience &amp; Knowledge</u>	Assessment Method	E	D
<b>Proven experience of managing and supervising building works programmes including component replacements works</b>	AF/I	*	
Knowledge of current Health and Safety legislation for the building industry	AF/I	*	
Experience of surveying Pre1919 buildings and knowledge of the building structure	AF		*
Experience of dealing with individual tenants/occupiers	AF	*	
<b>Experience in carrying out internal and external building surveys including common areas</b>	AF/I	*	
Knowledge of contract drawings and contract documents	AF		*
Knowledge of the Social Housing field and related housing standards such as SQHS	AF		*
Knowledge of Net Zero Standard and EPCs	AF/I		*
Possession of HND or equivalent qualification in a building discipline or a similar level of knowledge and experience	AF	*	

### OUR VALUES

Demonstration of the Values	Assessment Method	E	D
Respect - Treats everyone with empathy and kindness	I	*	
Inclusive – Aims to meet individual needs and recognise diversity	I	*	
Integrity - Acts with integrity and honesty always	I	*	
Improvement- Aims to continuously improve what we do to benefit our customers, staff, and stakeholders	I	*	
Support - Supportive in your approach to customers, staff, and stakeholders	I	*	



## APPLICATION PROCESS

For further details and to apply online visit  
[www.westscot.co.uk/about-us/recruitment/](http://www.westscot.co.uk/about-us/recruitment/).

If you require an application in another format please email  
[vacancies@westscot.co.uk](mailto:vacancies@westscot.co.uk) or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI tools will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered

The West of Scotland Housing Association does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences.

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

**Completed applications must be returned by 11pm on Sunday 29<sup>th</sup> June 2025**

**PROVISIONAL INTERVIEW DATES: Wednesday 16<sup>th</sup> July 2025**



## EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.



## GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

*Please read these notes carefully -  
they are to help you make the best of your application.*



- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrated how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.  
*Further information on applying for the correct level is provided to the successful candidate.*
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.