

Senior Repairs Officer
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

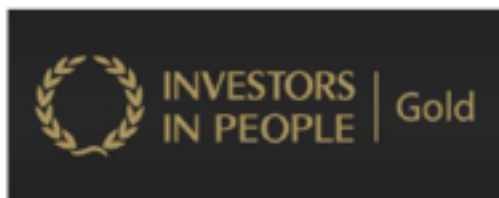
We are a member of Employers in Voluntary Housing (EVH)

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





Pension:

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

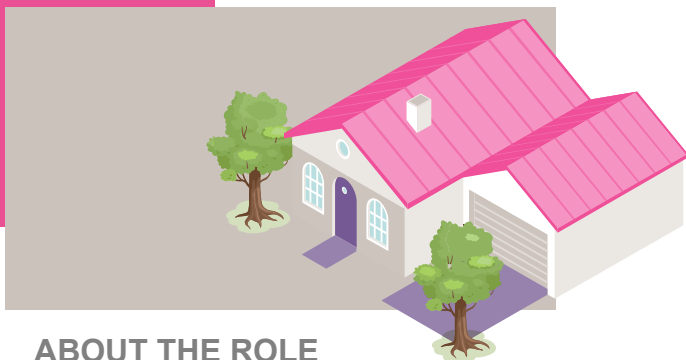
The employee can contribute a minimum of 3% to the scheme.

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: Senior Repairs Officer
- 🏠 Department: Repairs
- 📍 Location: Glasgow, hybrid model in place
- 💗 Salary Scale: EVH Grade 7 £42,707 - £46,895 per annum

We are looking for a new Senior Repairs Officer who shares our values and will use them to guide the way they work on a daily basis. You will be accountable to our Senior Technical Officer. You will oversee the team who are the first point of contact to our customers who want to report a repair and to liaise with all stakeholders to ensure excellent customer service

You will play a key role in:

- Assisting in managing and monitoring contractors performance in line with contractual targets
- Acting as the first point of contact for investigating, resolution and reporting of/managing customer complaints and compensation claims
- Line managing the Repairs Assistants in relation to sickness, holidays, reviews etc and advising Assistants (particularly regarding policy) with day to day procedure

You should:

- Have excellent Communication and Customer service skills including customer manner, team liaison and letters/ report writing skills.
- Be self-motivated with the ability to work using own initiative and meet challenging personal and team deadlines
- Have excellent numeracy and IT skills to maintain spreadsheets and operate an IT repair system





MAIN RESPONSIBILITIES

- Line manage the Repairs Assistants in relation to sickness, holidays, reviews etc and advising Assistants (particularly regarding policy) with day to day procedures
- Manage the teams performance against targets taking corrective action as required/agreed with line-manager
- Assist in managing and monitoring contractors performance in line with contractual targets
- Support Repairs Assistants to deal with telephone enquiries and order repairs ensuring that accurate descriptions are input on works orders to enable the repair or inspection to be undertaken efficiently and within agreed priority response times
- Escalate issues with contractor where Assistant not receiving adequate service
- Act as the first point of contact for investigating, resolution and reporting of/managing customer complaints and compensation claims
- Manage the damp and mould process/spreadsheet to ensure actions outlined in the damp and mould policy are followed
- Develop customer experience/satisfaction relating to Repair Service including post inspections and any stake holder surveys
- Oversee Technical Officer Inspections ensuring pre and post-inspections are undertaken timeously with appropriate numbers of post-inspections producing regular reports on inspections undertaken
- Manage and monitor repairs invoices to ensure submitted and processed in line with timescales
- Process works orders when necessary
- Manage the effective administration of claims relating to repairs
- Manage defects liability repairs process
- Process Alteration/Improvement forms according to policy and distribute to relevant officers
- Liaise with Assistants in identifying rechargeable repairs and ensuring they are dealt with in accordance with the rechargeable repair procedure.
- Ensure property database is maintained.
- Identify and bring to the attention of the Maintenance Manager any areas of potential property abuse or non-standard repair requests.
- Identify and bring to the attention of the Maintenance Manager any areas that are repeatedly failing West of Scotland Housing Association standards of service for customers.
- Identify and bring to the attention of the Maintenance Manager any areas that could be managed more effectively via the planned maintenance programme.
- Attend liaison meetings with contractors as required.
- Produce regular performance reports from repairs system
- Assist in managing and monitoring out of hours service delivery
- Recruit, train and develop staff
- Ensure own continuous development and knowledge is up to date in line with sector related developments.

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

PERSON SPECIFICATION

CRITERIA

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

SKILLS and QUALITIES

Criteria	Assessment Method	E	D
Skills & Qualities			
Excellent Communication and Customer service skills including customer manner, team liaison and letters/ report writing skills.	AF & I	*	
Self-motivated with the ability to work using own initiative and meet challenging personal and team deadlines	AF & I	*	
Ability to liaise effectively and work in partnership with team as well as internal and external customers	AF & I	*	
Excellent numeracy and IT skills to maintain spreadsheets and operate an IT repair system	AF & I	*	
Ability to demonstrate a proactive approach to problem solving	AF & I	*	

EXPERIENCE and KNOWLEDGE

Experience & Knowledge	Assessment Method	E	D
Can demonstrate good knowledge of housing policy and practice	AF & I	*	
Knowledge of Scottish Social Housing Charter, current issues or legislation affecting the housing movement.	AF & I		*
Experience of managing and co-ordinating a staff team	AF & I		*
Previous experience of working repairs or housing customer service team, with a basic technical understanding and knowledge of common technical terms used in housing.	AF & I		*



PERSON SPECIFICATION CRITERIA

Other Requirements	Assessment Method	E	D
Flexibility to working hours to suit business needs	AF & I		*

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/.

If you require an application in another format please email
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 10am on Tuesday 11th August 2026

PROVISIONAL INTERVIEW DATE: Tuesday 25th August 2026



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.