

**Senior Technical  
Officer**

**West of Scotland  
Housing Association**



**Recruitment Pack**



West of  
Scotland  
Housing  
Association





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, we strive 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 4,200 homes across the West of Scotland and go further to provide housing you can call home.

## OUR VISION

We go further to provide housing you call home.

## OUR MISSION

We put customers at the heart of everything we do. We do this by listening to your views and caring about what matters to you. We take a flexible and innovative approach when providing homes and services that help individuals and communities thrive.



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 Technical Officer
- 🏠 Department: Property
- 📍 Location: Glasgow, G40
- 💖 Salary Scale: EVH Grade 9 SM1 – SM3 £53,904 - £56,558 per annum

We are looking for a Senior Technical 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 Maintenance Manager in delivering a high-quality repairs service that our customers are satisfied with.

You should:

- Have excellent building/technical knowledge with comprehensive knowledge of housing maintenance, construction, building processes
- Have excellent IT skills including proficiency in digital repairs systems, customer relationship management databases and Microsoft 365, to include Teams, SharePoint, Excel, Word
- Have excellent communication skills being a clear and effective communicator at all levels including the ability to explain technical information to laypersons
- Have knowledge and experience of repairs management databases
- Have good knowledge of Annual Return on the Charter for Registered Social Landlords





## MAIN RESPONSIBILITIES

- Support the Maintenance Manager in delivering the planning and delivery of operations required to ensure an efficient and effective responsive repairs service where customers regularly provide high satisfaction ratings.
- Leading and managing the Repairs Team including the call handling team and technical officers
- A lead role in the contract management of our responsive repairs' contractor along with other repairs and maintenance contractors.
- Assess, query and approve monthly invoices/valuations in accordance with the process outlined in relevant contracts, particularly the responsive repairs contractor. Monitor and report on budget accordingly.
- Assist the Maintenance Manager in preparing the Annual Return on the Charter (The ARC) including recording, collating and interrogation of this the data .
- Assist in the procurement of service contracts including writing tender specifications, evaluating tender submissions and preparing contracts.
- Utilise experience to investigate, assess and remediate repairs and building performance issues.
- Work with the Maintenance Manager to ensure the repair and maintenance policies and procedures are reviewed regularly with cognisance to changes in legislation and regulatory requirements.
- Ensure that responsive repairs post inspections/customer satisfaction surveys are carried out in accordance with the Association's procedures.
- Work closely with the Associations factoring team to deliver a high-quality service to owners.
- Provide input into capital and revenue budget forecasting, allocation and monitoring.
- Support the Maintenance Manager by reporting, responding to and monitoring complaints within agreed timescales.
- Work with the Maintenance Manager to ensure that the Association's exposure to risk is mitigated and that appropriate risk assessments with agreed controls are undertaken, monitored and recorded.
- Liaise effectively across teams to ensure the co-ordinated decant of customers for emergency and major repairs works necessitating this.
- Assist in the production of Board Reports, and where appropriate, be available to attend Board Meetings.
- Be available for Out of Hours Duties & Services as agreed.
- Ensure the service works effectively with other teams to deliver the best possible customer experience.
- Ensure own continuous development and knowledge is up to date in line with sector related developments.
- Carry out any other reasonable tasks that may be requested by line manager.

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	Assess Method	E	D
<b>Customer centred approach, flexible, confident, and assertive</b>	<b>AF/I</b>	*	
Excellent communication skills, ability to liaise clearly and effectively including translating technical information for those without specialist knowledge.	AF/I	*	
A data-led approach to decision making and a holistic approach to asset management	AF/I	*	
<b>Excellent IT skills including proficiency in digital repairs systems, customer relationship management databases and Microsoft 365, to include Teams, SharePoint, Excel, Word</b>	<b>AF/I</b>	*	
Ability to form effective working relationships with internal and external customers and to work across organisational teams	AF/I	*	
Ability to analyse and diagnose problems and implement effective solutions	AF/I	*	
Ability to meet competing personal and team deadlines and multi-task a varied and busy workload	AF/I		*
Excellent people management skills, with the ability to lead a team	AF/I		*

### QUALIFICATIONS

Criteria	Assess Method	E	D
Possession of a relevant professional qualification or knowledge and ability at an equivalent level	AF	*	
Possession of qualification in building maintenance/construction related discipline	AF		*
Full membership of a professional body in construction, facilities management or maintenance discipline	AF		*





## PERSON SPECIFICATION CRITERIA

### EXPERIENCE & KNOWLEDGE

Criteria	Assess Method	E	D
Excellent building/technical knowledge with comprehensive knowledge of housing maintenance, construction, building processes	AF/I	*	
Significant experience in the building industry or surveying post	AF/I	*	
Possess significant contract management experience	AF/I	*	
Knowledge and experience of Health & Safety legislation, including building regulations and CDM requirements, affecting housing maintenance	AF/I	*	
Experience of working with Schedule of Rates	AF/I	*	
Knowledge of current issues and legislation affecting the housing movement	AF/I		*
Good knowledge of Annual Return on the Charter for Registered Social Landlords	AF/I		*
Understanding of various housing construction types including pre 1919 tenemental stock	AF/I		*

### OTHER REQUIRMENTS

Criteria	Assess Method	E	D
Full driving license and access to a vehicle	AF	*	
Evidence of Continuing Professional Development and training	AF		*

### OUR VALUES

Demonstration of the Values	Assess 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 9am on Monday 28<sup>th</sup> April 2025**

**Provisional interview date is Tuesday 6<sup>th</sup> May 2025 at our Head Office,  
Barrowfield Drive, Glasgow, G40 3QH**



## 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.