

NEW GORBALS

HOUSING ASSOCIATION

Landscaping & Estates Services Operative (Temporary)

Recruitment Pack



200 Crown Street, G5 9AY
0141 429 3900

Recruitment@newgorbalsha.org.uk

www.newgorbalsha.org.uk

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About Us

New Gorbals Housing Association was established in 1989 by a committee of local people with a shared vision: to create new, high-quality homes in the Gorbals community.

Since then, through an ambitious programme of new-build developments and the acquisition of homes from Glasgow Housing Association and Scottish Homes, the Association has grown to manage over 2,500 homes for social rent in the Gorbals.

Today, we are the main provider of social housing in the Gorbals. Beyond this core responsibility we also provide factoring services to over 1,800 privately owned homes across the Gorbals, a number we expect to grow over the next five years.

Through our subsidiary, New Gorbals Property Management (NGPM), we also manage 63 mid-market properties which provide additional affordable housing options in our community.

We employ Welfare Rights, Communications, and Community Engagement staff who work alongside colleagues in our core service areas of Housing Management, Maintenance, Development, and Finance and Administration. We have 60 office-based staff, and approximately 50 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

Our Vision

To provide the highest possible quality housing environment and services to all our customers whilst maximising our contribution to the overall regeneration of the Gorbals and addressing, where possible, the needs of this in the community who experience disadvantage.

Our vision and values are at the heart of everything we do. They guide our business decisions, shape our organisational culture, and define how we work with our community. We prioritise community empowerment, delivering high standards of service, and acting with social responsibility. These values drive us to provide exceptional housing and services while playing an active role in the regeneration and well-being of the Gorbals.

Our Values

- To be representative of, and accountable to, the Gorbals community.
- To be accessible and equitable treating every individual with courtesy and respect.
- To be innovative and creative, delivering the best possible outcomes for our community.
- To be focused on delivery customer-centric services which are collaboratively designed.

JOB DESCRIPTION

POST OF	:	LANDSCAPING AND ESTATE SERVICES OPERATIVE
SALARY	:	£14.15 PER HOUR
RESPONSIBLE TO	:	AREA MAINTENANCE MANAGER & ESTATES

	:	SERVICES OFFICER
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1. GENERAL RESPONSIBILITIES

- 1.1 The Landscape and Estate Services Operative will contribute to ensure that New Gorbals Housing Association provides an efficient, cost effective, good quality Landscaping service for all properties it manages including owner occupied developments.
- 1.2 The Landscape and Estate Services Operative will play a key role in the day to day delivery of the landscape maintenance service.
- 1.3 The Landscape and Estate Services Operative will liaise closely with all Maintenance staff especially the Landscaping and Estate Services officer and Supervisor having a dual responsibility with estate inspections and services.
- 1.4 Ensure all company vehicles are kept in an immaculate condition to promote the Associations image.

2. SPECIFIC DUTIES

2.1 Day to Day Repairs

- 2.1.1 Carry out reactive maintenance works regarding all soft landscaping elements throughout the Estate.
- 2.1.2 Carry out all reactive maintenance works regarding hard landscaping throughout Estate.
- 2.1.3 Identify rechargeable repairs and insurance claims in line with the Associations maintenance policy.
- 2.1.4 The Landscaping and Estate Services Operative will ensure that all equipment and tools issued will be properly checked and maintained on a daily basis in line with manufacturer's recommendations.

2.2 Planned and Cyclical Maintenance

- 2.2.1 Carry out planned and cyclical Landscaping programmes.

- 2.2.2 Carry out works relating to stock condition surveys where and when required.

2.3 Void Properties

- 2.3.1 Carry out works necessary at void properties and ensure all work within the garden area is completed as quickly as possible to minimise rental loss.
- 2.3.2 Liaise closely with the Landscaping and Estate Services Supervisor to ensure prospective tenants can view early to minimise rental loss.

2.4 New Build Development

- 2.4.1 Carry out all works identified by the Landscape Officer during the defect period of new build properties.

2.5 Estate and Property Management

- 2.5.1 Carry out works identified on estate and common inspections.
- 2.5.2 Report any remedial works identified during routine duties.
- 2.5.3 Liaise closely with the Landscaping and Estate Services Supervisor on Estate management issues and services.

2.6 Customer Care

- 2.6.1 Respond to all the Association customers (tenants, owners and others) in a prompt, polite and efficient manner and deal with any complaints as per the housing associations complaints handling policy and procedure.
- 2.6.2 Where required assess customer satisfaction with the repair and maintenance service and co-ordinate the production of information leaflets about the service.
- 2.6.3 Ensure that the Associations Landscape maintenance service achieves agreed performance standards.

2.7 Miscellaneous

- 2.7.1 Work closely with all other staff from the Association to ensure the delivery of all services is efficient and effective to all its customers.
- 2.7.2 Carry out other specific tasks as instructed by the Landscape Officer, Supervisor and Maintenance Manager.

PERSON SPECIFICATION

LANDSCAPING AND ESTATE SERVICES OPERATIVE

ESSENTIAL SKILLS AND EXPERIENCE

- Be able to communicate effectively with various different bodies such as tenants, Contractors, fellow staff members etc.
- Relevant experience in the safe operation of grass cutting and landscape maintenance machines and in maintaining both soft and hard landscaping areas.
- Have a flexible approach and be prepared to occasionally work outwith office hours.
- Be prepared to work as a team member but also have an ability to work on your own initiative.
- Committed to ensuring the delivery of safe working practices and be able to plan, organise and deliver your daily workload effectively.
- To be self motivated and have a desire to achieve and maintain high standards of work and estate inspection.
- A team player who can work flexibly and contribute positively towards the continuous improvement of our Landscaping and Estates Services.
- Able to carry out equipment inspection prior to use to identify any defects and report to supervisor.
- Experience in maintaining both soft and hard landscaped areas

DESIRABLE SKILLS AND EXPERIENCE

- Previous experience and knowledge of Housing Associations.
- A full driving licence with B+E entitlement (trailer licence)
- Certificates in PA1 & PA6 spraying & Chainsaw operation would be an advantage.
- Can demonstrate to the Association they are able to safely operate a Ride on Lawn Mower
- Possess and understanding of, and be able to implement Cyclical Maintenance Programmes.

What we Offer

Summary of Principle Conditions of Service

Post	Landscape & Estates Services Operative (Temporary)
Contract Type	Temporary for 6 months
Hourly Rate	£14.15 per hour
Hour of Work	Monday to Friday - 39 hours per week
Annual Leave	22 days Annual Leave year runs from 1 April to 31 March
Public Holidays	15 days
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS)
Sickness Entitlement	Occupational sick pay rising to 12 weeks full pay based on length of service
Notice Period	4 weeks



How to Apply

We trust that you have found the information in this recruitment pack both useful and informative. If you would like to join our team, and feel that you meet the criteria stipulated in the job profile, please complete the application on our website.

Apply Now 

Key Dates

Closing Date	Friday 13 March 2026 at 12 noon
Interviews	Week Commencing 23rd March 2026

Please submit your completed application by the closing date above to:

Recruitment@newgorbalsha.org.uk

Any application forms received after the closing date will not be considered.

All relevant information should be included within the application form as CVs or supplementary information/attachments will not be considered during the shortlisting process.

Should you require any further information on this post, please do not hesitate to contact Stewart Furay, Estates Services Officer on 0141 429 3900.

We look forward to receiving your application form.



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