

# NEW GORBALS

HOUSING ASSOCIATION

## Tenant Safety & Asset Assistant Recruitment Pack



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[www.newgorbalsha.org.uk](http://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 PROFILE & PERSON SPECIFICATION

## JOB DETAILS

<b>Job Title</b>	Tenant Safety & Asset Assistant	<b>Service Area</b>	Maintenance
<b>Based</b>	200 Crown Street, Gorbals, Glasgow, G5 9AY - some hybrid working is available	<b>Hours of work</b>	35 hours per week
<b>Report to</b>	Head of Maintenance	<b>Responsible for</b>	Tenant Safety, Asset and Compliance Activities.
<b>Salary</b>	EVH Grade 6 (PA17-PA20): £36,517 to £39,921	<b>Date completed</b>	May 2026

## JOB SUMMARY

The Tenant Safety and Asset Assistant will play a key role in ensuring we deliver our day-to-day maintenance and inspection requirements in line with our tenant safety compliance obligations. The position involves coordinating compliance inspections, collating, scrutinising, and recording data to provide accurate, and detailed reports on our tenant safety compliance activities and supporting the Health and Safety Manager and Business Improvement Officer - Maintenance with administrative tasks. The ideal candidate will be proactive, customer focussed and performance driven, with strong analytical skills, an attention to detail and a commitment to maintaining high safety standards.

The post holder will also take responsibility for the administration support of our asset management process to help promote a continuous improvement culture and support the Maintenance Team to be high performing by providing data insights and a business analysis service.

## BEHAVIOURS & COMPETENCIES

We want our Tenant Safety & Asset Assistant to be able to demonstrate the following behaviours and competencies:

- **Customer focus** – Offers a consistent and high-quality service which meets the needs and objectives of our internal and external stakeholders.
- **Personal and interpersonal skills** – Approachable team member, who is able to build relationships and influence internal and external stakeholders in a constructive and professional manner.
- **Planning and Organising** – Proactively manage a diverse workload portfolio in a structured manner to ensure delivery of required outputs in a timely manner.
- **Computer and IT Skills** – Adept at utilising technology to scrutinise, develop and deliver compliance and asset data and reports in an effective and person-centred manner.
- **Communication** – Able to communicate effectively in both written and oral format with a wide range of internal and external stakeholders.
- **Occupational and Personal Development** – Takes responsibility for maintaining awareness of relevant housing, maintenance and building health and safety legislation and good practice pertaining to the job role, with the ability to understand and apply this knowledge and, where appropriate, make suggestions for improvements within the scope of the role at NGHA.

## JOB PROFILE

- To coordinate and monitor the effective delivery of all aspects of New Gorbals Housing Association's tenant and resident safety compliance programmes to ensure work is carried out to the required standards, on time, within scope and budget. This will include, but is not restricted to:
  - Mechanical and Electrical services and systems
  - Asbestos
  - Gas Servicing
  - Electrical Safety (EICR and PAT testing)
  - Fire safety
  - Water Hygiene and Legionella compliance
  - Statutory inspections and maintenance of passenger lifts and lifting equipment
  - Dampness Condensation and Mould.
- Understand relevant legislation, regulations and performance standards pertaining to the compliance activities in this role.
- To contribute towards robust management of contractors and in-house teams ensuring inspections are carried out, reports are submitted on time, and any remedial actions are arranged in line with key performance indicators and service level agreements and undertaken in a timely manner in accordance with legislation and regulatory guidance.
- Identify and address any underperformance from contractors and liaise with the Business Improvement Officer – Maintenance and the Health and Safety Manager in a timely manner to report the outcomes to contractor's account management team.
- Facilitate regular contact with contractors to monitor performance to ensure compliance data is up to date, accurately recorded, maintained, and accessible at all times.
- Assist with reviewing and preparing data for performance reporting, internal audit and assurance processes.
- To scrutinise compliance reports, records and data to produce and present compliance reports to internal stakeholders including Senior Management Team, Repairs and Maintenance Team colleagues and Managers.
- Work with colleagues across the Association to proactively address issues and actions that require a multi-team approach.
- Organise and maintain an efficient record keeping and filing system for all compliance-related information.
- Update programmes and component information accurately and efficiently into NGHAs Housing Management Systems.
- Liaise with the relevant departments to ensure the handover of all documentation and certification for letting, development, modernisation or refurbishment programmes are correctly uploaded onto the Housing Management Systems.
- To champion quality and continuous improvement by actively promoting new and innovative ideas and suggestions to improve data outputs and customer service.

- Manage all Health and Safety and Compliance related email inboxes, taking appropriate actions to distribute content or prioritise and manage correspondence accordingly.
- Responding to customer enquiries relating to service delivery and resolving any issues which may arise
- Liaise with tenants and factored owner occupiers, where necessary, on all aspects of the Association's compliance policies in a professional and courteous manner
- Advise tenants on proposed compliance inspections to their homes
- Liaise with the Business Improvement Officer - Maintenance on preparing reports, arranging inspections and assisting in preparing contracts and schedule of work rates.
- Provide feedback by means of reports to the Health and Safety Manager and Head of Maintenance where required.
- Update and maintain accurate compliance and property asset records and help to develop new efficient and effective mechanisms for record monitoring and reporting within the Maintenance department on all compliance and asset related activities.
- Collaborate with repairs and maintenance team on the systematic process of overseeing NGHA's assets throughout their lifecycle and update relevant systems as required.
- Manage the administration of the associations small cyclical programme and ensure that accurate records are monitored in relation to appliance servicing.
- Maintain and develop the knowledge and skills needed for the role by keeping up to date on compliance issues, attending relevant training course and contributing towards the continuous development of the role and its related policies and procedures
- To represent, where required, New Gorbals Housing Association with external organisations, suppliers, contractors and tenant safety groups in a positive and effective manner, and pursue opportunities for collaboration with similar organisations, where appropriate.
- Support the Health and Safety Manager in conducting risk assessments and safety compliance audits.
- Attend tenant and Housing Association meetings (including evenings) as and when required
- Carrying out other duties from time to time as required by the Head of Maintenance, Health and Safety Manager, and Business Improvement Officer – Maintenance.
- Arrange and administer Health and Safety, Compliance or Maintenance related meetings including preparation of agendas, minute taking, distribution of specific tasks and tracking of all actions.
- Assist the Health and Safety Manager and Business Improvement Officer – Maintenance with daily administrative tasks.

### **KNOWLEDGE & EXPERIENCE**

Educated to HND level or equivalent in related discipline or with demonstrable experience of working in a similar role.

Experienced in the administration and use of compliance software and database management systems preferably in a social housing environment.

Able to demonstrate a clear understanding of tenant health and safety compliance

measures, related inspection requirements and timescales to assist the delivery of our compliance programme with maximum efficiency

Strong analytical skills, with an attention to detail and the ability to interpret and present data effectively.

Proven ability to reduce process or issue complexity with clarity of thought to identify the simplest solutions/approaches from a variety of options

Demonstrable commitment to continuous improvement and quality both personally and professionally.

Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement.

Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

Excellent organisational and time-management skills.

Strong written and verbal communication skills.

Able to work effectively under own initiative as well as to contribute as part of a team.

# What we Offer

New Gorbals Housing Association are full members of Employers in Voluntary Housing (EVH Ltd). We offer the following benefits:

Salary Scale	Grade 6 Spinal Points PA17 -PA20 £36,517 to £39,921
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS)  NGHA provide life cover at x 1 your annual salary.
Employee Counselling	Up to 6 sessions per employee at the cost of the association
Annual Leave	25 days. Our offices close during the festive period therefore you are required to use 2 days annual leave from your holiday allowance to cover this period.
Public Holidays	15 days
Enhanced Family Leave	Our terms and conditions of employment enhance a range of family leave above the statutory minimum.
Special Leave	Covered within our terms and conditions of employment
Sickness Entitlement	Occupational Sick Pay rising to 26 weeks full pay and 26 weeks half pay based on length of service.



# 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

<b>Closing Date</b>	Friday 12 <sup>th</sup> June 2026 at 12 noon
<b>Interviews</b>	Thursday 25 <sup>th</sup> June 2026

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

[Recruitment@newgorbalsha.org.uk](mailto: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 Tracey McCauley, Head of Maintenance on 0141 429 3900.

**We look forward to receiving your application form.**



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