



Estates Services Operative

Recruitment Pack



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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 : ESTATES SERVICE OPERATIVE

SALARY : £ 14.87

**RESPONSIBLE TO: QUALITY CONTROL SUPERVISOR & ESTATES
SERVICES OFFICER**

1 GENERAL RESPONSIBILITIES

- The Estates Service Operative will contribute to ensuring that New Gorbals Housing Association provides an efficient, cost-effective and high-quality estate service across all properties and neighbourhoods it manages, including owner-occupied developments.
- The Estates Service Operative will play a key role in the day-to-day delivery of bulk collection, litter collection, street and communal-area cleansing, bin-area management and other practical estate services across NGHA developments.
- The Estates Service Operative will liaise closely with all Maintenance staff especially the Quality Control Supervisor and Estates Services Officer.
- Maintain high standards of cleanliness, presentation and safety across streets, open spaces, rear courtyards, closes, bin areas and other communal areas, working to agreed schedules, local management plans and service standards.
- Ensure all company vehicles are kept in an immaculate condition to promote the Associations' image.

2 SPECIFIC DUTIES

2.1 Day to Day Duties

- Carry out scheduled bulk and litter collections across NGHA developments, including litter picking, sweeping, clearing designated collection points and leaving streets, courtyards, communal areas and bin areas clean and tidy.
- Respond promptly to reactive requests from the Quality Control Supervisor or Estates Services Officer, including additional bulk uplifts, fly-tipping, bin-area clean-ups, bin rotation and other estate-based priorities.
- Identify and report fly-tipping, unauthorised bulk items, vandalism, graffiti, defects, hazards and other estate concerns to the appropriate officer, providing clear information and photographs where required.

- The Estates Service Operative will ensure that all equipment and tools issued are properly checked and maintained daily in line with manufacturer's recommendations.
- Carry out all duties safely and in accordance with risk assessments, safe systems of work, manual-handling requirements, personal protective equipment arrangements and NGHHA health and safety procedures.
- Assist the landscape team and wider estate teams when required, including providing operational cover and practical support with estate-based tasks appropriate to the post. This support does not change the primary estates-service focus of the role.

2.2 Planned and Cyclical Maintenance

- Carry out planned and cyclical bulk collection, litter collection, bin rotation and estate-cleansing programmes, adapting daily priorities where operational needs, weather conditions or urgent issues require.

2.3 New Build Development

- Carry out all works identified by the Quality Control Supervisor and Estates Services Officer during the defect period

2.4 Customer Care

- Respond to all the Association's 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.
- Ensure that the Association's estate service achieves agreed standards for cleanliness, safety, presentation, responsiveness and customer care, and report any issue that may prevent those standards being met.

2.5 Estate and Property Management

- Remain alert while working across NGHHA neighbourhoods and report defects, damage, health and safety concerns, blocked access routes, overflowing bins, fly-tipping and other estate management issues to the Quality Control Supervisor or Estates Services Officer.
- Support estate inspections and follow-up actions by providing accurate information on local conditions, completing instructed remedial tasks and confirming when work has been completed.
- Liaise closely with the Quality Control Supervisor, Estates Services Officer, Housing Services, Maintenance colleagues, contractors and other partners to help resolve estate issues efficiently and maintain consistent standards.

2.6 Miscellaneous

- Work flexibly and cooperatively with colleagues across the Association to ensure services are delivered efficiently and effectively, including providing reasonable cover during periods of absence or increased operational demand.
- Carry out other reasonable duties appropriate to the post, as instructed by the Quality Control Supervisor, Estates Services Officer or Area Maintenance Managers, and participate in relevant training, toolbox talks and service-improvement activity.



PERSON SPECIFICATION

ESTATES SERVICE OPERATOR

ESSENTIAL SKILLS AND EXPERIENCE

- Be able to communicate effectively with various bodies such as tenants, contractors, fellow staff members etc.
- Relevant experience in the safe operation of bulk, litter collection, street and communal – area cleansing, bin management and other practical estates services across NGHHA developments.
- Have a flexible approach and be prepared to occasionally work out with 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.
- A team player who can work flexibly and contribute positively towards the continuous improvement of our developments.
- Able to carry out equipment inspection prior to use to identify any defects and report to supervisor.
- Experience in maintaining street and all communal areas with regards to waste bulk and litter collections.
- A full driving licence with B+E entitlement (trailer licence)

DESIRABLE SKILLS AND EXPERIENCE

- Previous experience and knowledge of Housing Associations.
- Possess and understanding of and be able to implement Cyclical Maintenance Programmes.

What we Offer

Summary of Principle Conditions of Service

Post	Estates Services Operative
Contract Type	Permanent
Hourly Rate	£14.87 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 16 October 2026 at 12 noon
Interviews	Week Commencing 26 October 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.



NEW GORBALS

HOUSING ASSOCIATION



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