



Application Information Pack

November 2025

Dear Applicant

Application Pack for Post of Technical Officer

Thank you for showing an interest in working with Ferguslie Park Housing Association.

Please download the application pack, including the equality form for completion.

These forms should be returned by email to aburke@fpha.org.uk by 12 noon on 1st of December 2025.

Interviews will be held week commencing 8th December 2025.

You will find in this pack guidance notes and the job description that should be referred to when completing the application form. This is to demonstrate that you have the skills and experience, as well as the qualities we are looking for in an individual to work with our team.

Please note that No CV's will be accepted.

If you would like any further information about the post, please email our Business Support Officer

aburke@fpha.org.uk or call 0141 887 4053.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'C Miller', with a small horizontal line to the right.

Catrina Miller

Group Chief Executive

JOB DESCRIPTION

Job Title	TECHNICAL OFFICER
Reporting To	Head of Property
Grade	EVH Grade 7
Key Objective	
Providing Support to both the Senior Asset Officer and Senior Property Services Officer to ensure Ferguslie Park Housing Association delivers an excellent repairs and maintenance service to tenants and to protect the long-term sustainability of the assets owned by the Association and its subsidiary the New Tannahill Centre	

Job Overview
To assist both the Senior Asset Officer and Senior Property Services Officer to ensure the assets owned by the Association and its subsidiaries are maintained to the highest quality standards while achieving value for money, outstanding customer satisfaction and compliance with all statutory, legal and regulatory requirements, contractor management and budget awareness within the property services function.

Key Responsibilities
To diagnose, instruct and monitor the quality and value for money of maintenance works undertaken by the Association's contractors. To provide practical technical advice and support within the Property Services department and to other staff and residents in respect of reactive, void, cyclical and capital repairs works and development projects. Assist in ensuring that all our stock maintain compliance in line with our regulatory requirements in terms of tenant Health and Safety. To follow and apply the principles of Equal Opportunities as set down within the Association's policies and procedures. To undertake all work activities with due regard to your own health and safety and to that of others who may be affected by your work.

Key Outcomes
1. Provide a courteous and responsive service to tenants, sharing-owners, and commercial leaseholders who are affected by the property service. 2. Oversee the work and monitor the performance of contractors employed by the Association to ensure that they meet the agreed time scales, standard of work and materials, contractual requirements and quality of service required by the Association. 3. Carry out and report on pre and post termination inspections, safety inspections, void property condition inspections and all other similar property inspections, as required. 4. Carry out pre & post inspections for significant repairs and medical adaptations. 5. Where required, undertake regular and detailed inspections of buildings and common areas. Record findings and ensure any subsequent actions are carried out

to the” highest standard, being mindful of budgetary constraints. Identify and implement new initiatives with residents that will enhance the amenity of the estate.

6. Identify potential claims for repairs covered by the Association’s building insurance policy. Where appropriate, process claims, instruct and oversee works and provide relevant documentation and reports.
7. Work closely with Housing colleagues on Voids, ensuring a product that suits the needs of our tenants
8. Support our tenancy sustainment team to deal with difficult circumstances in relation to tenant safety and property management.
9. To undertake stock condition surveys on FPHA’s housing stock, consisting of individually surveying each flat or house and all associated internal and external common areas.
10. To efficiently use mobile working software to collect all associated survey data.
11. Work with our Rubixx Housing Management System and learn to utilise its functions and case management tools.
12. To deal with tenant queries arising from surveys at first point of contact or signpost to the relevant colleague.
13. Identifying any health & safety risks within our stock and taking responsibility to ensure this is addressed, ensuring that our contractors adhere to CDM and other Health and Safety criteria.
14. Provide technical support to repairs staff, inspecting properties that require technical assessment before repair is instructed.
15. Processing contractors’ invoices, ensuring accuracy with work undertaken and value for money for FPHA in a manner consistent with approved policies and procedures.
16. Assess customers’ alteration/improvement forms and request to supply information.
17. Liaise with Finance colleagues in connection with payment of invoices, recharges.
18. Actively maintain an up to date knowledge and awareness of technical, statutory and regulatory requirements and best practice in relation to repairs and maintenance services.
19. Provide input into the development and review of the Association’s maintenance policies and procedures.
20. Attend regular staff meetings and contribute to the development and improvement of the Property Team.
21. Manage complaints to ensure that our tenants achieve the best service outcome whilst managing the expectations of our tenants.
22. Provide cover for absent colleagues within the Property Team as required.
23. To carry out any other reasonable duties requested by the Head of Operations commensurate with the job overview.

Key Contacts	
External	Internal
❖ Partner RSLs ❖ Industry bodies (SFHA, CIH, SHN, GWSF) ❖ Contractors, including FPHA subsidiaries ❖ Consultants ❖ Renfrewshire Council ❖ Scottish Housing Regulator ❖ Statutory authorities & utilities	❖ FPHA Employees ❖ NTC Employees ❖ Tenants ❖ Sharing Owners ❖ Tenant applicants

PERSON SPECIFICATION

SENIOR PROPERTY SERVICES OFFICER	Essential	Desirable
1. EDUCATION & QUALIFICATIONS		
❖ Educated to HNC level or equivalent in building, construction or other relevant professional qualification; or demonstrate an acceptable level of transferable skills and experience.		✓
❖ Membership of a building profession or trade; HNC or equivalent, or time served trade certificate, for example		✓
❖ Certified experience of building related continuous professional development e.g. Asbestos Management, Legionella Control, Gas Safety awareness courses. CDM Regulations etc	✓	
2. SKILLS AND ABILITIES		
❖ Strong technical knowledge of residential properties and commercial properties	✓	
❖ Be aware of the 7 main elements of Tenant Health and Safety Compliance in terms of the Scottish Housing Regulator's requirements for RLSs.		✓
❖ Strong written and verbal communication skills and ability to clearly explain technical issues to non-technical staff	✓	
❖ Team player with a positive attitude, able to contribute strongly within a culture of delivering excellent customer service, learning and good practice.	✓	
❖ Excellent decision making and risk management skills	✓	
❖ A proven ability to influence and negotiate with others.	✓	
❖ Experience of managing complaints as per the SPSO guidance.		✓
❖ An awareness of the Scottish Housing Regulator and the requirements of reporting the Annual Return on the charter		✓
❖ Highly organised: able to meet tight deadlines and co-ordinate changing priorities and demands in a pressured working environment	✓	
❖ Ability to coordinate input from a range of parties and plan and work effectively to deliver projects.	✓	
❖ Able to manage change, adopt best practice, drive continuous	✓	

performance improvement and value for money		
❖ Good ICT and analytical skills, using Microsoft Excel and Word as well as Housing Management software	✓	
❖ Strong financial awareness and numeracy skills, and ability to interpret and analyse costs, tenders and budgetary information	✓	
3. PERSONAL ATTRIBUTES		
❖ Pro-active, enthusiastic	✓	
❖ Keen to keep learning and improving	✓	
❖ Committed to social housing and social justice	✓	
❖ Challenge normal working practices and be determined to contribute to improved lives for our customers and go the extra mile	✓	
❖ Honest and trustworthy	✓	
❖ Respectful, reliable and dependable for colleagues and for our customers	✓	
❖ Flexible, adaptable and responsible	✓	
❖ Up for a 'can do' positive culture	✓	
❖ A good team player; supporting colleagues irrespective of status	✓	