



Application Information Pack

June 2026

Dear Applicant

Application Pack for Post of Property 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 24th July 2026 at 12 Noon.

It is anticipated that Interviews will be held week commencing 3rd August 2026.

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

Yours sincerely

A handwritten signature in cursive script that reads 'C Miller'.

Catrina Miller
Group Chief Executive

JOB DESCRIPTION

Job Title	PROPERTY OFFICER
Reporting To	Head of Property
Grade	EVH Grade 7
Probation Period	6 Months
Key Objective	
<p>Providing Support to both the Senior Asset Officer and Senior Property 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. Whilst ensuring compliance, Health and Safety adherence, budget management and a positive attitude to enhance our service delivery.</p>	

Job Overview
<p>To assist the Property Services Team, reporting to the Senior Property Officer and Senior Asset 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, Health and Safety, contractor management and budget awareness within the property services function. To also assist with compiling information for procurement exercises.</p> <p>Your role will focus on the day-to-day repairs and compliance management of our stock whilst being responsible for your own workload and assisting other team members, including mentoring or coaching staff in their roles and to bring new ideas to allow continued service improvements.</p>

Key Responsibilities
<p>To diagnose, instruct and monitor the quality and value for money of maintenance works undertaken by the Association's contractors.</p> <p>To provide practical technical advice and support within the Property Services department and to other staff and residents in respect of reactive, void, cyclical, Tenant Health and Safety compliance and capital repairs works and development projects.</p> <p>Assist in ensuring that all our stock maintain compliance in line with our regulatory requirement in terms of tenant Health and Safety.</p> <p>To assist in the management of repairs and stock profiling to ensure continued SHQS compliance.</p> <p>To manage contractors to ensure their work complies with Health and Safety requirements such as CDM 2015, within budget, repairs are completed to acceptable standards and KPIs are met and are exceeded. Also to hold regular contractor performance meetings and manage their performance accordingly.</p> <p>To manage complaints in terms with the Association's complaints policy and in line with SPSO guidance.</p> <p>To follow and apply the principles of Equal Opportunities as set down within the Association's policies and procedures.</p> <p>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.</p>

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. That they conform to all Health and Safety practices and are managed accordingly.
3. Carry out and report on pre and post terminations, safety inspections, void property condition 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 and Tenancy sustainment, 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 to assist with the task of maintaining our stock to SHQS.
10. Work alongside colleagues towards Net Zero standards.
11. Manage contractors and scopes of works within our Planned Maintenance and Asset management programs, including assisting in creating scopes of works, on site supervision of contractors, quality of work controls and budget management.
12. Providing information for projects including liaising with Architects and Quantity surveyors as projects progress.
13. Create and interpret reports to assist the team in managing performance of contractors and analysing data to ensure best performance.
14. Understand Tenant Health and Safety including the management of Asbestos, Damp and Mould Water Hygiene, Gas Safety, Electrical Safety, Fire Safety and Lifting Equipment and the certification and requirements that accompany them.
15. To efficiently use mobile working software to collect all associated survey data.
16. Work with our Rubixx Housing Management System and learn to utilise its functions and case management tools.
17. To deal with tenant queries arising from surveys at first point of contact or signpost to the relevant colleague.

18. Identifying any health & safety risks within our stock and take responsibility to ensure this is addressed, ensuring that our contractors adhere to CDM and other Health and Safety criteria.
19. Provide technical support to repairs staff, inspecting properties that require technical assessment before repair is instructed.
20. Processing contractors' invoices ensuring accuracy with work undertake and value for money for FPHA in a manner consistent with approved policies and procedures.
21. Assess customers' alteration/improvement forms and request to supply information.
22. Liaise with Finance colleagues in connection with payment of invoices, recharges.
23. 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.
24. Provide input into the development and review of the Association's maintenance policies and procedures.
25. Attend regular staff meetings and contribute to the development and improvement of the Property Team.
26. Manage complaints to ensure that our tenants achieve the best service outcome whilst managing the expectations of our tenants.
27. Provide cover for absent colleagues within the Property Team as required.
28. To carry out any other reasonable duties requested by the Head of Property commensurate with the job overview.

Probation Period

This role comes with a 6-month probation period, as per the EVH Terms and Conditions.

During the probationary period, the postholder will participate in monthly review meetings with their line manager to discuss progress, provide feedback, and ensure they are receiving the appropriate support and training to develop in the role. These reviews will assess progress against the requirements of the post, identify any further learning and development needs, and recognise achievements and areas of strength. Successful completion of the probationary period will confirm that the required standards of performance and competence have been achieved

Key Contacts

External	Internal
<ul style="list-style-type: none"> ❖ Partner RSLs ❖ Industry bodies (SFHA, CIH, SHN, GWSF, EVH, FLAIR) ❖ Contractors, including FPHA subsidiaries ❖ Consultants ❖ Renfrewshire Council ❖ Scottish Housing Regulator ❖ Statutory authorities & utilities 	<ul style="list-style-type: none"> ❖ FPHA Employees ❖ NTC Employees ❖ Tenants ❖ Sharing Owners ❖ Tenant applicants

❖ Social Housing Safety Network Scotland	
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PERSON SPECIFICATION

PROPERTY 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 transferrable 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, Electrical Inspections, Damp and Mould, 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 Regulators requirements for RLS's.		✓
❖ 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 co-ordinate 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 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	✓	