

**blairtummock**

**housing association**

*at the heart of our  
community*



**HOUSING SERVICES MANAGER VACANCY  
APPLICATION PACK**

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# **BLAIRTUMMOCK HOUSING ASSOCIATION**

## **BACKGROUND INFORMATION**

Blairtummock Housing Association was registered as a Housing Association in May 1990 and has had two stock transfers from Glasgow City Council and two from Glasgow Housing Association. Since January 1992 the Association has refurbished some of these properties and demolished others which have been replaced with new build.

At present, the Association has:

- 702 homes in rent
- 18 homes in shared ownership
- 46 homes factored
- A full subsidiary with charitable status (Blairtummock & Rogerfield Opportunities) which provides Estate Caretaking Service and a base for social activities in the area.

The Association has worked hard to transform the local area and build new homes, is financially strong and high performing, well governed and has an ambitious Business Plan in place.

Our current Housing Services Manager has been promoted to Director, following the previous Director's retirement, leading to us now looking for an outstanding candidate to move us to the next stage of our organisational development, including re-investment in our stock and environmental improvements.

The Association is run by a Management Committee which is made up of volunteers from the Blairtummock and Rogerfield area and is committed to the principles of tenant control, openness, and accountability. Membership is open to anyone over the age of 18 and living within the Association's area of operation or to tenants of Blairtummock over the age of 16.

The Committee's vision is:

"Neighbourhoods where people choose to be and are happy to live".

The Staff at Blairtummock Housing Association is divided into three main sections. Each section is directly responsible to a special sub-committee and the overall work is co-ordinated by the Director.

The sections are divided as follows:

- a) Administration

b) Housing Management & Maintenance

c) Finance & Audit

## **More About Us**

Over the years we have developed innovative opportunities, particularly in our wider role activities and work with a variety of partners to improve the communities of Blairtummock and Rogerfield and improve the lives of residents.

We have robust business planning and risk management arrangements we recently reviewed the investment needs in our tenants' homes and updated our 30-year plan. We are committed to constantly improving our performance which includes producing a 3-year business plan, which is reviewed annually, and includes a robust set of Key Performance Indicators.

We submit an Annual Assurance Statements to the Scottish Housing Regulator, report on charter results to tenants annually and conduct annual appraisals of our Management Committee Members.

## **Blairtummock Housing Association's Objectives & Priorities for 2025/26 are:**

- Consolidating and improving our core business
- Our core objectives will always be to provide the best service possible to all of our customers whilst managing our assets and resources effectively, for the benefit of our tenants and community.
- Managing our assets and resources well, for the benefit of our tenants and community
- Ensuring resident safety at all times
- Improving opportunities, the local environment, and the quality of life for local people

## **Our Values**

Local people lead BHA. Our values are based on community ownership and control, along with respect for our customers; our committee members; our staff; and our partners.

In everything we do, we will:

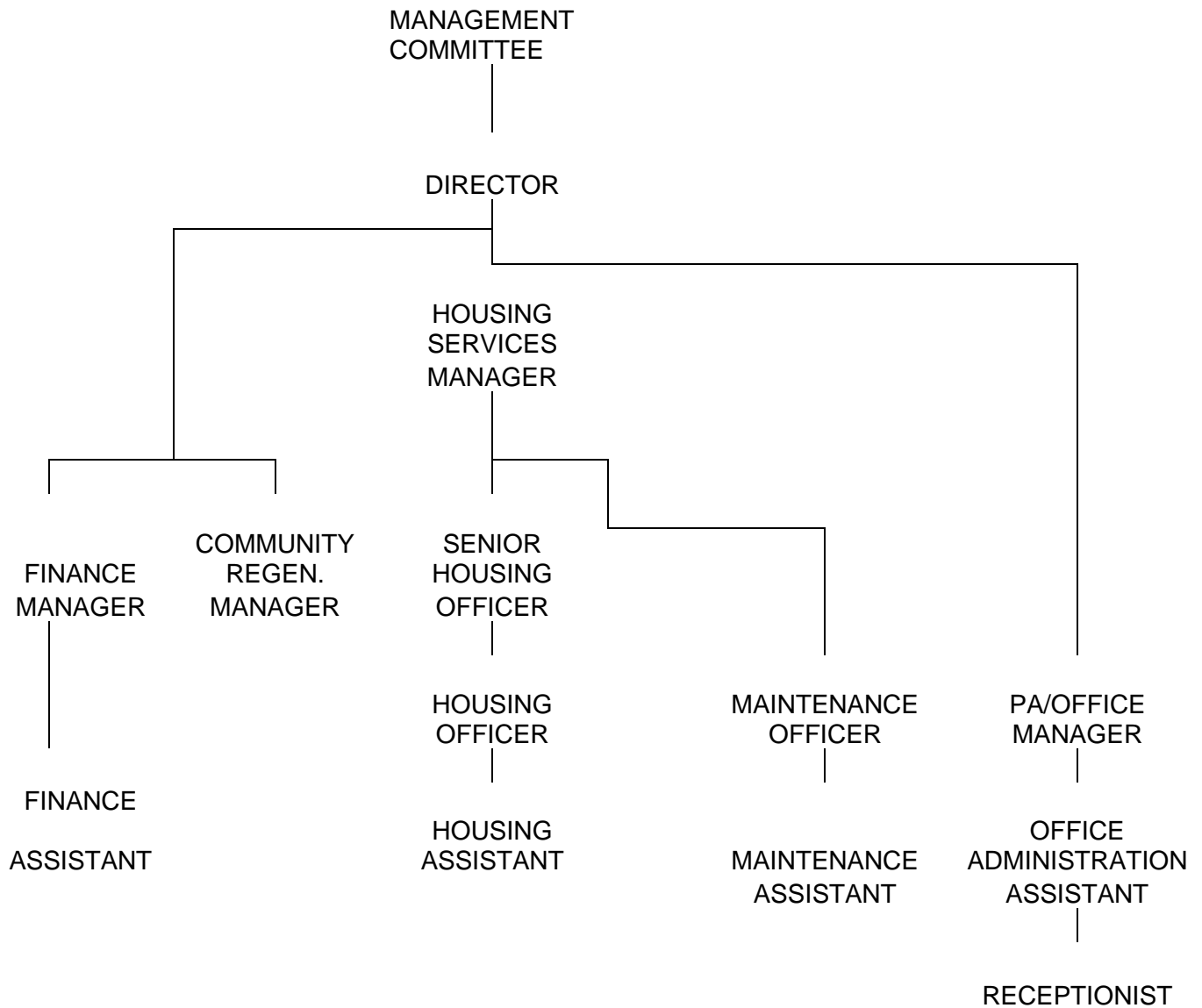
- Be open, honest and transparent.
- Keep our promises.
- Listen to our tenants and be responsive to their needs.
- Be inclusive and provide equal opportunities for everyone in our community.
- Be responsible in our management of BHA's resources.
- Empower our tenants and community.
- Respect the environment.

## **Strategic Objectives**

The Association has four strategic objectives, each accompanied by a set of success measures. The strategic objectives for 2025/26 are:

1. Provide high quality and affordable services, homes and environment for our community.
2. Maintain BHA's financial strength and continued viability ensuring value for money.
3. Maximise opportunities and reduce inequalities for our community.
4. Ensure we are well governed and have the skills and knowledge required in the Association.

**BLAIRTUMMOCK HOUSING ASSOCIATION  
ORGANISATIONAL STRUCTURE**



# **BLAIRTUMMOCK HOUSING ASSOCIATION**

## **POST OF HOUSING SERVICES MANAGER**

### ***SUMMARY OF TERMS AND CONDITIONS***

Blairtummock Housing Association operates the following principal conditions of service:

<b>Salary:</b>	EVH Grade 9 SM8 - SM10 £64,959 - £68,310
<b>Hours:</b>	35 hours per week The office hours are:  Mon – Thurs: 9am – 5pm (45 min lunch) Friday: 9am – 3.30pm (30 min lunch)
<b>Place of Work:</b>	45 Boyndie Street, Glasgow, G34 9JL Currently trialling a hybrid system
<b>Holiday Entitlement:</b>	25 days annual leave & 15 public holidays (As per EVH Terms and Conditions) With option to purchase an additional 5 days each year
<b>Sickness Benefit Scheme:</b>	Sickness allowance paid based on service (As per EVH Terms and Conditions)
<b>Pension:</b>	Option to join an occupational pension scheme
<b>Child Care Vouchers:</b>	The Association operates a childcare voucher scheme
<b>Period of Notice:</b>	3 months

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## **HOUSING SERVICES MANAGER - JOB DESCRIPTION**

### **BLAIRTUMMOCK HOUSING ASSOCIATION**

<b>JOB TITLE:</b>	HOUSING SERVICES MANAGER
<b>RESPONSIBLE TO:</b>	DIRECTOR & APPROPRIATE HOUSING MANAGEMENT & MAINTENANCE SUB-COMMITTEE
<b>RESPONSIBLE FOR:</b>	HOUSING OFFICERS HOUSING ASSISTANT MAINTENANCE OFFICER MAINTENANCE ASSISTANT ALL OTHER STAFF IN ABSENCE OF THE DIRECTOR
<b>GRADE:</b>	E.V.H GRADE 9 SM8 – SM10

#### **1.0 MAIN OBJECTIVES OF POST**

- 1.1 To ensure that the Association provides an efficient and sympathetic day to day maintenance service, housing management factoring and management service for its tenants, which meets legal requirements, good management practice, and complies with Association's policy.
- 1.2 To take overall responsibility for the day-to-day operation of the Housing Management and Maintenance Section and the management service provided by the Association.
- 1.3 To contribute to the overall operation of the Association and play a role in policy formulation as a member of the Senior Staff Management Team.

## **2.0 ACCOUNTABILITY**

- 2.1 Directly responsible to the Director on a day-to-day basis.
- 2.2 Accountable to the Management Committee through the Director and subject to powers delegated to staff by the Management Committee.

## **3.0 SPECIFIC DUTIES**

### **3.1 Operation of the Housing Management & Maintenance Section**

To allocate and supervise the work of the Housing Management and Maintenance Section and ensure that it is carried out in a satisfactory manner.

### **3.2 Corporate Planning**

To prepare and monitor the rental, day to day repairs, cyclical, planned, major repairs budgets, and to contribute to corporate planning through the Management Team and the preparation of an annual business plan.

### **3.3 Housing Management and Maintenance Sub-Committee**

To service the Housing Management and Maintenance Sub-Committee and provide it with regular financial, housing management and maintenance and policy issue reports.

To ensure that decisions taken by the Sub-Committee are carried out in a manner which is efficient and consistent with agreed objectives.

### **3.4 Housing Management Strategy**

To take overall responsibility for the development of housing management strategies and ensure that adequate systems are operated to implement them in an effective and efficient manner.

### **3.5 Housing Maintenance Strategy**

To take overall responsibility for the development of maintenance strategies and ensure that adequate systems are operated to implement them in an effective and efficient manner.



### **3.6 Resident Participation**

To ensure, in conjunction with other members of staff, that the Association's work and objectives are communicated and promoted in the local community and views are sought and taken account of as appropriate.

To co-ordinate the production of the Association's quarterly newsletter.

### **3.7 Allocations Policy**

To be responsible for the development, monitoring and review of the Association's Allocation Policy.

### **3.8 Arrears & Voids**

To take overall responsibility for the effective control of arrears and voids and ensure that the Association maximises its rental income in a manner consistent with Policy.

### **3.9 Rent Policy**

To be responsible for the development, monitoring and review of the Association's Rent Policy.

### **3.10 Property Maintenance & Repairs**

3.10.1 Provide a responsive and high-quality day to day repairs service to all tenants and in all properties factored by the Association.

3.10.2 Establish procedures to assess tenants and owner's satisfaction as to the standard of repairs carried out by contractors on behalf of the Association.

3.10.3 With the approval of the Housing Management & Maintenance Subcommittee establish and maintain an approved list of contractors for all maintenance work.

3.10.4 Establish procedure for procurement which ensures that the Association achieves value for money whilst complying with procurement legislation.

3.10.5 With the assistance of the Maintenance Officer, establish and maintain a cyclical maintenance programme to the requirement of the Association's stock.

3.10.6 With the assistance of the Maintenance Officer ensure that the Association's 30-year plan is updated, reviewed and implemented.

### 3.11 **Insurance**

3.11.1 Ensuring that all relevant insurance claims are processed and pursue outstanding claims.

3.11.2 Liaising with the Finance Manager to ensure that all relevant property is insured.

### 3.12 **Common Factoring**

3.12.1 Ensuring that common factoring charges are correctly calculated, issued timeously and arrears pursued. Make Factoring Return to the Scottish Government timeously.

### 3.13 **Shared Ownership**

3.13.1 Ensure all shared ownership buy backs, staircasing etc. transactions are carried out in accordance with the relevant guidance.

3.13.2 Ensure that shared ownership management fees and service charges are reviewed annually in accordance with guidelines.

3.13.3 Ensure rent, management fee and service charge arrears are pursued in accordance with the Rent Arrears Policy and/or Occupancy Agreement.

### 3.14 **Annual Return On The Charter (ARC)**

3.14.1 Ensure that the return is completed timeously and that the information in order to do this is being collected in an appropriate format throughout the year.

### 3.15 **Development Duties**

3.15.1 Liaising with the Projects Officer regarding decanting.

3.15.2 Liaison with the Projects Officer in conducting resident surveys of new developments.

3.15.3 Liaising with the Projects Officer to provide Housing Management and Maintenance information as required for development briefing process.

### **3.16 Staff Performance**

- 3.16.1 To ensure that all staff within the Housing Management and Maintenance Sections are conversant with the standards expected of them and to monitor individual and section performance targets.
- 3.16.2 Carry out staff appraisal of the Housing Management & Maintenance staff and report and monitor outcomes.
- 3.16.3 Carry out any disciplinary or grievance action in relation to the Housing Management & Maintenance staff.
- 3.16.4 To administer policies in relation to holidays, sickness etc. in accordance with agreed policies and maintain relevant records.

### **4.0 HUMAN RESOURCES**

- 4.1 Assist in the training and development of new team members.
- 4.2 Identify personal training needs and participate in training and personal development plans.
- 4.3 Assist in the development of new policies and procedures commensurate with the role of Housing Services Manager.
- 4.4 To be aware of all policies and procedures regarding the Association's Conditions of Service.

### **5.0 GENERAL DUTIES**

- 5.1 Ensure rent increases are processed to timescales and tenant's consultation leaflets and letters are sent in line with legislation.
- 5.2 To contribute to the regular review of the rental policy, implementing the rent review, notifying tenants and updating records accordingly.
- 5.3 Monitor and review the performance of all policies and procedures relating to the housing services as necessary in accordance with the policy review programme.
- 5.4 Attendance at meetings, training sessions as required.
- 5.5 Establishing links with staff and committee members of other Housing Organisations and participating in representative forms and working parties.
- 5.6 Assist in the implementation of the Association's Equalities Policy and action plan as necessary.

- 5.7 Carry out specific tasks as instructed by the Directorate commensurate with the role of Housing Services Manager
- 5.8 Some work out with normal hours will be required for which time off in lieu will be awarded.
- 5.9 Senior staff are expected to be on a rota to deal with emergencies that arise out with office hours.

## **6.0 DEPUTISING FOR THE DIRECTOR**

- 6.1 Formally deputising in the Directors absence and covering holidays and short periods of sickness absence.
- 6.2 Dealing with any urgent matters and attending any necessary meetings in the Directors absence

**NOTE: In a small organisation such as Blairtummock Housing Association a reasonable flexibility in all job functions is necessary. Hence staff members may be required to cover the work of others in the event of absence.**

## PERSON SPECIFICATION – HOUSING SERVICES MANAGER

	Essential	Desirable
<b>Education &amp; Qualifications</b>		
Educated to degree level or equivalent	X	
Current membership of a relevant professional body (Chartered Institute of Housing).		X
<b>Knowledge &amp; Experience</b>		
Significant experience working at a senior or management level within a Registered Social Landlord (RSL) or related organisation with the ability to inspire and motivate staff to deliver services and achieve performance targets.	X	
Current knowledge of the Scottish Housing Regulator's statutory requirements and its regulatory framework and wider community regeneration issues in the RSL operating environment.	X	
Knowledge and understanding of governance issues.	X	
Multi-disciplinary background related to social housing.	X	
Experience of working at a senior level within a social housing organisation, delivering high quality housing services including Housing Management and Maintenance services and evidence of contributing to strategy and policy development	X	
Up to date knowledge of housing legislation and policy in the Scottish Housing Sector.	X	
Experience of working at a senior/strategic level with a voluntary board or Management Committee, ensuring that good governance principles are understood and observed.	X	
Preparation and implementation of Business Plans and other strategic documents.	X	
Experience of leading and driving organisation change and providing support to key stakeholders throughout the process.	X	
Experience of developing systems and working practices to improve organisation efficiency and embed a customer-focused and inclusive culture.	X	
Demonstrable decision making and problem resolution skills.	X	
Knowledge and understanding of the medium/long term challenges facing the sector and communities like Easterhouse.	X	
Experience in applying risk management techniques.	X	

Experience of working with customers to influence and adapt services with an understanding of what is needed to deliver effective customer engagement	X	
Working effectively in partnership with external stakeholders.	X	
<b>Skills &amp; Abilities</b>		
Excellent leadership skills with the ability to empower, motivate and inspire staff whilst promoting a positive organisation culture that inspires high performance, accountability and continuous improvement.	X	
Ability to think strategically and delegate when necessary	X	
Self-motivated with a commitment to continuous improvement and personal development.	X	
An excellent communicator with first class verbal and written skills. This includes report writing, presenting and public speaking to a variety of audiences.	X	
An analytical and strategic thinker who can make sound judgements, appraise performance and manage risk.	X	
Project Management skills		X
Ability to handle a diverse workload and deal with the pressure of conflicting priorities and demonstrate good time management to meet challenging deadlines.	X	
<b>Personal Qualities</b>		
Demonstrate professionalism, integrity and the ability to always maintain confidentiality.	X	
Committed, flexible and adaptable approach to work requirements and working hours. Attendance at evening management committee meetings is required.	X	
Strong commitment to the values of Blairtummock Housing Association and the social housing sector, including principles of co-operation, equality, diversity, inclusion and social justice.	X	
Ability to understand and connect with the challenges faced by people living within our community.	X	
Approachable with a confident manner.	X	
Self-development & use of professional networks.		X
Understanding of equality, diversity & inclusion and a commitment to meet the organisation's policies and codes of practice.	X	
Ability to drive performance and deliver efficiency	X	