

ARDENGLLEN



Asset Officer Recruitment Pack

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Welcome to Ardenglen Housing Association



Dear applicant,

Thank you for taking the time to consider our Asset Officer role.

At Ardenglen Housing Association, we have been proud to serve the Castlemilk community for over 35 years, providing high-quality homes, delivering outstanding services, and working hand-in-hand with our tenants to create lasting positive impact.

We are an ambitious and award-winning Housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining Ardenglen, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with colleagues that are doing extraordinary things to deliver our Vision: By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

We are now seeking a talented, forward-thinking individual to join our Colleague Team as **Asset Officer**. This is a unique opportunity to support the delivery of our ambitious Integrated Asset Management Strategy, driving investment in safe, modern, and energy-efficient homes that meet the evolving needs of our tenants.

You will join a talented, dedicated, and innovative colleague team, supported by a progressive Board that values fresh ideas, champions continuous improvement, and strives for excellence in everything we do. If you are passionate about making a tangible difference in people's lives, this is your chance to lead meaningful change at the heart of our community.

I hope this application pack will inspire you to join us on our journey and showcase the many great things we do to provide quality homes and communities.

Kind regards

David Byfield

Chief Executive, Ardenglen Housing Association



About Ardenglen



Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

In 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue serving a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.

Vision and Values

Our Vision

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.



Our Values

-  Customer and Community Focused
-  Accountable
-  Treating our customers with respect
-  Making a Difference
-  Innovative
-  Equal access to services and opportunities for all

Our principles

- Continually improving the quality of our services
- Maintaining high levels of customer satisfaction and being responsive to customer needs
- Ensuring we have the financial resources needed to invest in the future of customers' homes and neighbourhoods
- Maintaining affordable rents
- Being efficient and effective in how we work – for example, using available resources in different ways to better meet our priorities, or reduce costs.
- Ensuring the long-term viability of the Association

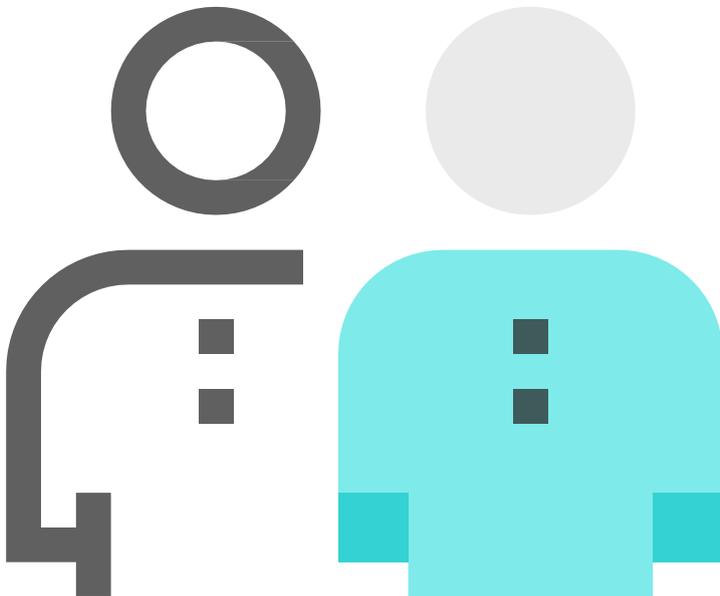


People Benefits

We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:



- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service
- 9 day fortnight pilot
- Cycle to Work Scheme
- Volunteering Day (paid)
- HSF Perk Box



Asset Officer

Reports to: Senior Asset Officer

Salary: EVH Grade 7, PA22-PA25,
£42,707 - £46,895

Join us in building better homes, stronger communities, and a greener future.

At Ardenglen Housing Association, we're more than just a landlord — we're a trusted community anchor organisation in Castlemilk. For 35 years, we've been providing high-quality homes, delivering excellent services, and working hand in hand with our tenants to create lasting positive change.

Now, we're looking for an **innovative, people-focused individual** to join our Colleague Team as Asset Officer.

This is a unique opportunity to support delivery of our ambitious **Integrated Asset Management Strategy** – delivering major investment in safe, modern, and energy-

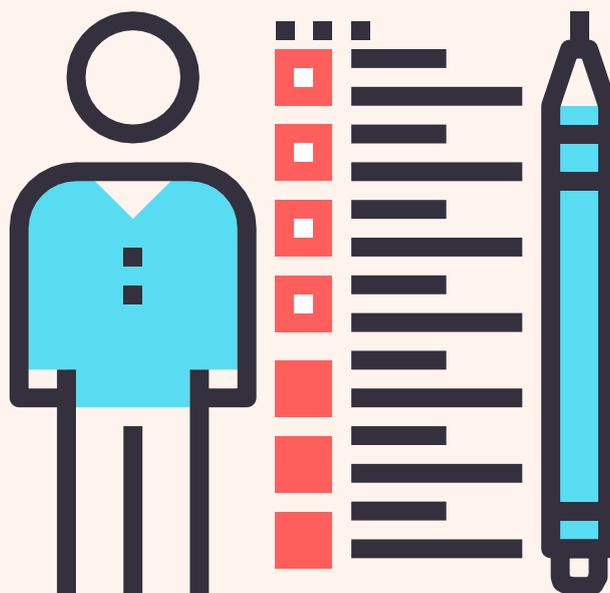


efficient homes that will transform lives and strengthen the community for generations to come.

You'll be part of a passionate and forward-thinking colleague team, supported by a progressive Board that values innovation, champions fresh ideas and is committed to continuous improvement in everything we do.

Why Ardenglen?

- We're a **community-based association** with a big vision: by providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers
- We're investing in **modern, energy-efficient housing** that helps tackle fuel poverty and climate change.
- **We put people first** — from our tenants to our colleagues — and we're proud of our **inclusive and supportive culture**.
- You'll join a **collaborative Ardenglen One Team** with direct influence on business planning, risk management, and corporate strategy.
- EVH Grade 7, PA22-PA25, £42,707 - £46,895.
- generous wellbeing benefits, and the chance to make a lasting impact in Castlemilk.



Asset Officer

The Role

As Asset Officer, you'll:

- **Deliver Repairs, Void and Planned Maintenance Works:** Ensuring our homes are safe, high quality, and energy efficient in line with our Integrated Asset Management Strategy.
- **Tenant Safety:** Effectively contributing to Residents Health and Safety Compliance, statutory compliance, procurement, and contract management.
- **Estate Management:** Deliver excellent estate management to ensure safe and welcoming areas for our local community.
- **Deliver excellent Customer Service:** Putting the customer at the heart of all decisions and ensuring they are treated with respect at all times.
- **Teamwork:** Work closely with all Teams throughout Ardenglen to deliver excellent services and drive continuous improvement across the Association.
- **Shape the future:** Play a key role in delivering Ardenglen's 5-year investment plan and maintaining long-term sustainability through innovation and continuous professional development.

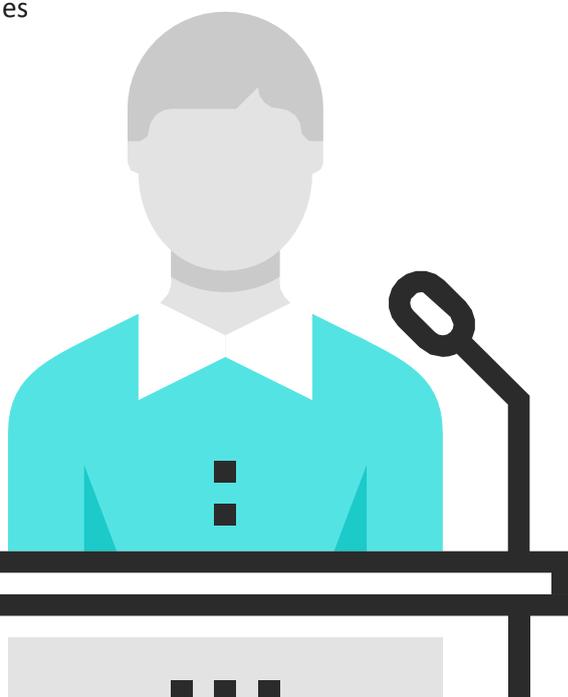


Asset Officer

About You

We're looking for an officer who is as passionate about **communities and people** as they are about **bricks and mortar**. You'll bring:

- A strong understanding of housing maintenance, construction, and building services, with the ability to apply this knowledge in practice
- Relevant experience of managing repairs and maintenance works, including supervising contractors and ensuring quality outcomes
- Confident carrying out property inspections, surveys, and risk assessments, with strong attention to detail
- Experience of procurement processes and managing works in line with policies and regulatory requirements
- Excellent communication skills and can build effective relationships with customers, colleagues, and external partners
- Well organised, ability to plan and prioritise a varied workload, and meet
- A proactive and solution-focused attitude, with the ability to investigate issues and make sound decisions.
- A good understanding of health & safety and compliance requirements, with a commitment to tenant safety
- customer-focused and committed to delivering high-quality services, handling enquiries and complaints professionally
- Flexibility, resilience, and motivation, with a positive approach and commitment to continuous improvement and organisational values



Compliance & Governance

This role involves:

- Working in-line with housing legislation, compliance, and regulatory standards (Scottish Housing Regulator, SHQS, EESSH).
- Experience of procurement, contract management, and governance frameworks.
- An understanding of the compliance requirements for tenant and resident health & safety compliance.
- Commitment to safeguarding health & safety, data protection, and equality, diversity & inclusion in all aspects of work.
- A basic disclosure check.

The Offer

- **Impact:** Shape the future of housing and community life in Castlemilk.
- **Influence:** A key voice in Ardenglen's One Team.
- **Innovation:** contribution toward sustainability and new ways of delivering excellent services.
- **Support:** EVH Grade 7, generous colleague wellbeing benefits, and commitment to your professional development.

Job Description

Job Title: Asset Officer

Grade: E.V.H Grade 7

Responsible to: Senior Asset Officer

Job Purpose

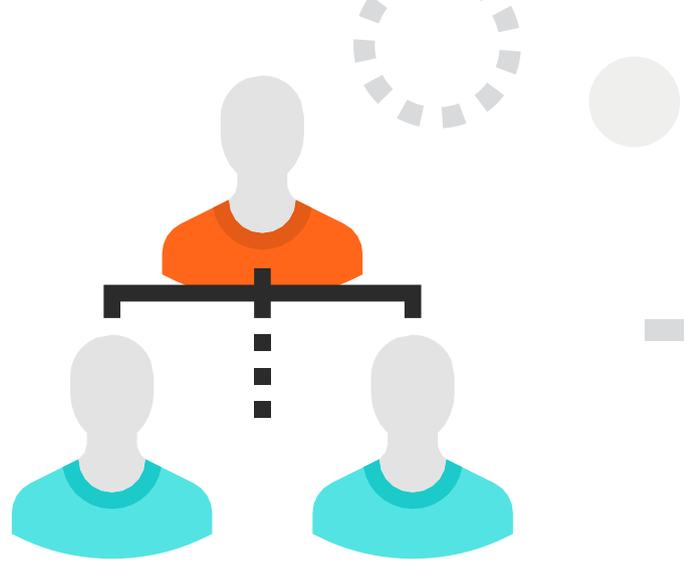
- External and internal customer service is paramount.
- The postholder is responsible for ensuring high quality support is provided to all internal and external customers and stakeholders
- Responsible for the instructing, monitoring and control of a high performing repairs service for tenants and factored owners, including repairs to void properties.
- Monitoring and control of the landscaping and providing technical assistance on medical adaptations.
- Contributing to the identification, programming, implementation, and monitoring of all capital and revenue work programmes by assisting the Senior Asset Officer.
- Ensure an efficient, cost-effective maintenance service in compliance with the Associations service targets and policies.
- Take a proactive approach to the management and maintenance of our stock portfolio by undertaking periodic safety and condition inspections feeding into our Asset management strategy
- Support the Asset Compliance Assistant to ensure tenant safety is at the core of our operations
- Promote on a daily basis the Association's repairs policies, ensure that Associations policies and procedures are complied with, along with all relevant Codes of Conduct, regulations, and legislative requirements.



Job Description

Repairs, Void Works, Planned Maintenance and Cyclical

- Instruct, monitor and control repairs for tenants and factored owners, including voids, to meet KPIs
- Conduct a range of inspections, risk assessments and surveys, recording accurate data and prioritising works
- Investigate and resolve routine and moderately complex issues, escalating unusual or high-risk matters under procedures
- Liaise with contractors and external bodies to arrange works, ensuring turnaround timescales are met, and verify outcomes
- Provide high quality support to all internal and external customers and stakeholders to resolve property enquiries
- Advise teams across the business on property matters to support coordinated service delivery



- Undertake stock condition surveys to assist planned maintenance programmes
- Project Manage planned and cyclical maintenance contracts
- Assist Senior Asset Officer to develop investment programmes
- Prepare tender and quotation documentation for reactive, cyclical and planned maintenance projects in accordance with Procurement Policy
- Undertake procurement exercises in line with Procurement Policy

Tenant Safety

- Apply statutory compliance requirements (e.g. health and safety, fire, asbestos, gas) to maintain legal and organisational standards.
- Provide technical support to Asset Compliance Assistant in all areas of Tenant Safety
- Ensure Dampness & Mould inspections are undertaken and fully recorded within Register



- Process payments, verify invoices and input accurate financial information to systems.
- Monitor expenditure against budgets throughout the year for reactive, cyclical and planned projects to ensure levels of spend are controlled and works are allocated to maximise value for money



Financial Control

Job Description

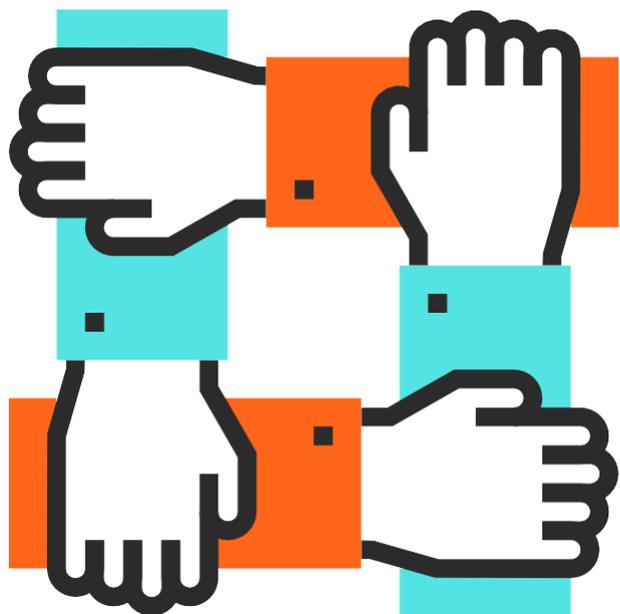
Estate Management

- Monitor quality of landscaping and close cleaning contracts to ensure contractors programmes are being met and value for money is being maintained
- Liaise with other external agencies as required such as GCSS, roads department, cleansing or water board to ensure each agency take responsibility for its services within our area of operation
- Undertake periodic property inspections to ensure compliance with tenant safety and insurance requirements



General Duties

- Deliver high-quality customer service to internal and external customers, resolving enquiries promptly and professionally
- Maintain asset and repairs records with precise, timely updates for reporting and audit
- Undertake first stage complaints handling with the aim of resolving complaints in line with SPSO requirements
- Investigate and process compensation claims
- Undertake inspections, and process applications for alterations, adaptations, and insurance claims in line with policies.
- Assist in the formulation of policies and procedures for any estate or maintenance function.
- Assist with the implementation and compliance with the Scottish Social Housing Charter.
- Undertake training relevant to the post and deliver training to other members of the frontline asset management or customer services section staff
- Contribute to internal working groups and focus groups as required
- Undertake any other duties as reasonably required to support the organisation.



Job Description

Special Conditions

- Apply the Ardenglen values and behaviours to every aspect of the role at all times
- Be aware of and adhere to Ardenglen's policy and procedures at all times.
- Take part in progress/performance reviews throughout the year.
- Work alongside other Ardenglen departments to achieve good outcomes for our customers, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Develop and deliver training to other members of the frontline asset management or customer services section staff
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Provide line management and support to the Compliance and Asset Assistants in Senior Asset Officer Absence (this may include delegating tasks and taking the lead on complex issues)
- You may occasionally be expected to undertake activities out with working hours e.g. Committee Meetings, training or critical incidents/emergency situations that may
- Comply with safe working practices as defined by Ardenglen
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable



Person Specification - Asset Officer

Education & Qualifications	Essential	Desirable
Good general level of education	✓	
Technical or professional qualification in building or can clearly demonstrate technical knowledge and ability through experience	✓	
Experience	Essential	Desirable
Comprehensive knowledge of maintenance, housing, maintenance, construction, building processes and best practice	✓	
Previous experience working in Housing / Property Management sector		✓
Can demonstrate experience of supervising contractors and repair works	✓	
Experience in procurement and obtaining quotations in line with procedures and regulations	✓	
Working with the public & committed to customer service	✓	
Experience of staff support & supervision		✓
Experience working with computerised housing management systems such as SDM.		✓

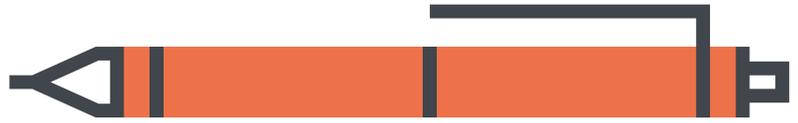
Person Specification - Asset Officer

Skills, Abilities & Personal Attributes	Essential	Desirable
Excellent communication skills – verbal, written, presentational & report writing	✓	
Confident in own skills and abilities, and able to work on own initiative, and as part of a team	✓	
Ability to work flexibly & effectively plan & prioritise workloads within set timescales	✓	
Ability to work under pressure to meet deadlines, use initiative and take decisions	✓	
Ability to find solutions to complex issues	✓	
<i>Good computer skills – Microsoft Office – other specialist systems</i>	✓	
Ability to communicate information to individuals, being aware of the need to be clear and concise	✓	
Ability to formulate & review robust procedures for all work areas of responsibility	✓	

Knowledge	Essential	Desirable
Knowledge of domestic building construction and services	✓	
Knowledge of Health & Safety legislation	✓	
Knowledge of reporting requirements contained within Scottish Social Housing Charter		✓
Knowledge of Housing Associations' work		✓

Basic Disclosure check may be carried out by the association.

How to Apply



Ready to make a difference?

If you are interested in this opportunity, we would be delighted to hear from you. All the information required to apply for the **Asset Officer** role is provided in this section.

Curriculum Vitae (CV)

Applicants are required to submit an up-to-date CV. This should provide a clear record of your current or most recent position(s), with earlier career history (particularly roles held more than 15 years ago) summarised. The CV must highlight key achievements, demonstrating your skills, experience and professional impact. The document should not exceed two pages in length, with a maximum of three pages permitted.

Personal Statement

In addition to your CV, please provide a personal statement. This should set out your motivation for applying, outline why you are interested in this role and Ardenglen, and how your skills, experience and values connect to what we're looking for in the role. Your statement should be structured, concise and no longer than two pages.

How to submit

The deadline for submissions is Friday 17 April at noon. Please ensure we receive your application in good time.

Please submit your CV and covering letter to: recruitment@ardenglen.org.uk

If you have any issues with your submission please contact Michelle Robertson on **0141 634 8016**.

Recruitment Process

Shortlisted candidates will be invited to attend a competency-based interview with the Director of Asset Management and the Senior Asset Officer.

Interviews are expected to take place on Wednesday 29th April, in our Office in Castlemilk.





Useful information

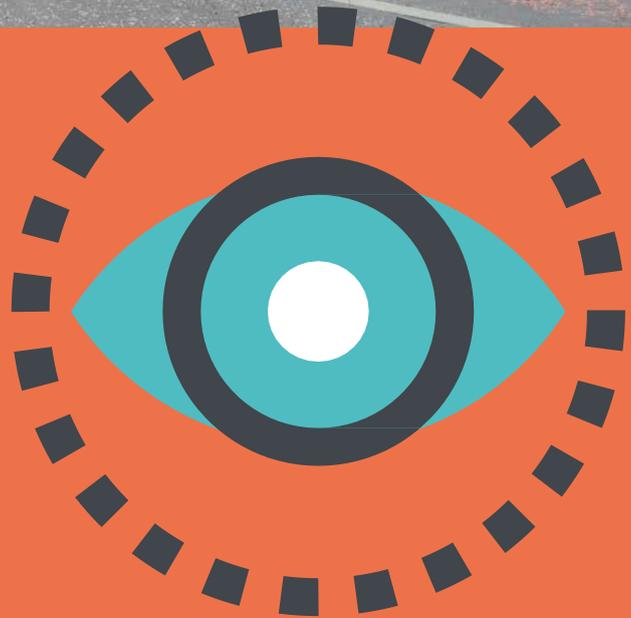
We want to make sure you have everything you need to get a clear picture of who we are, what we do, and where we're heading. Please find links to some of our key documents:-

- [Business Plan Summary](#)
- [Annual Report](#)
- [Integrated Asset Management Strategy](#)
- [Recruitment Video](#)
- [Organisational Chart](#)
- [Board Profiles](#)

These resources will give you a good sense of:

- Our current priorities and future ambitions.
- The difference we make in our communities.
- How our teams and leadership are structured.

We encourage you to take some time to explore these documents – they'll give you a feel for our organisation, our values, and the context in which this important role will sit.





Thank you and good luck with your application.

