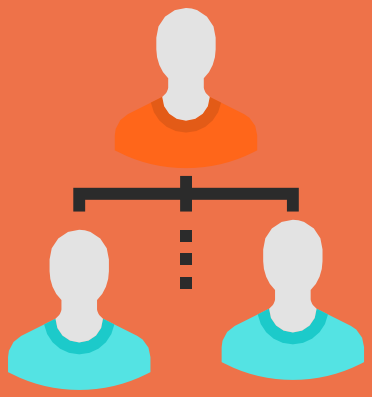
ARDENGLEN









Temporary Asset Compliance Assistant

Recruitment Pack

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Welcome to Ardenglen Housing Association



Dear applicant,

Thank you for taking the time to consider our Temporary Asset Compliance Assistant 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 Temporary **Asset** Compliance Assistant. 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. In October 2026 we now work in partnership with Good Food Scotland to transition to a community shop model to ensure the project is more sustainable for the future.

In January 2025 we opened our own community HUB “Home is where the hub is” and we deliver a range of advice services and activities which are open to all residents of G45.

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 centers 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:

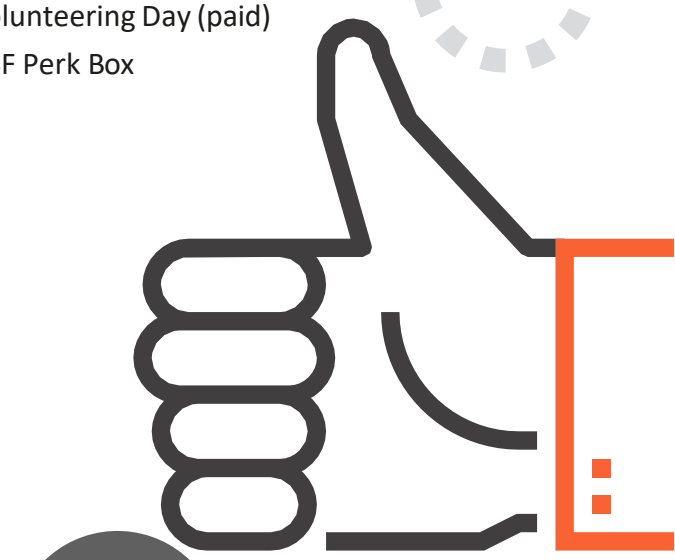
- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service
- 9 day fortnight
- Cycle to Work Scheme
- Volunteering Day (paid)
- HSF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

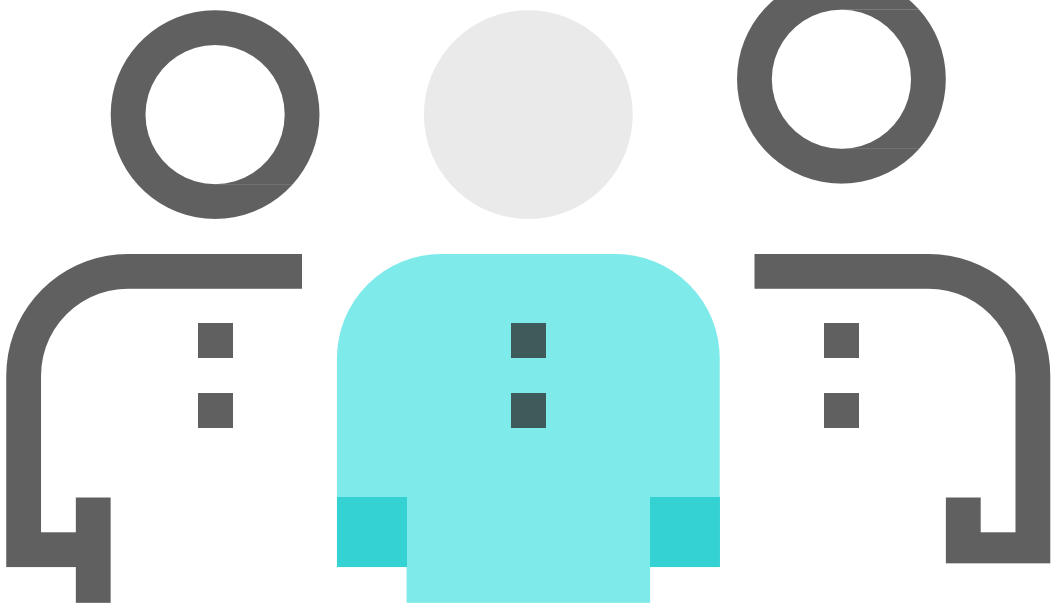
INVESTORS IN PEOPLE® We invest in people Silver

Glasgow living wage

disability confident EMPLOYER

SCOTTISH HOME AWARDS 2020 WINNER





Temporary Asset Compliance Assistant

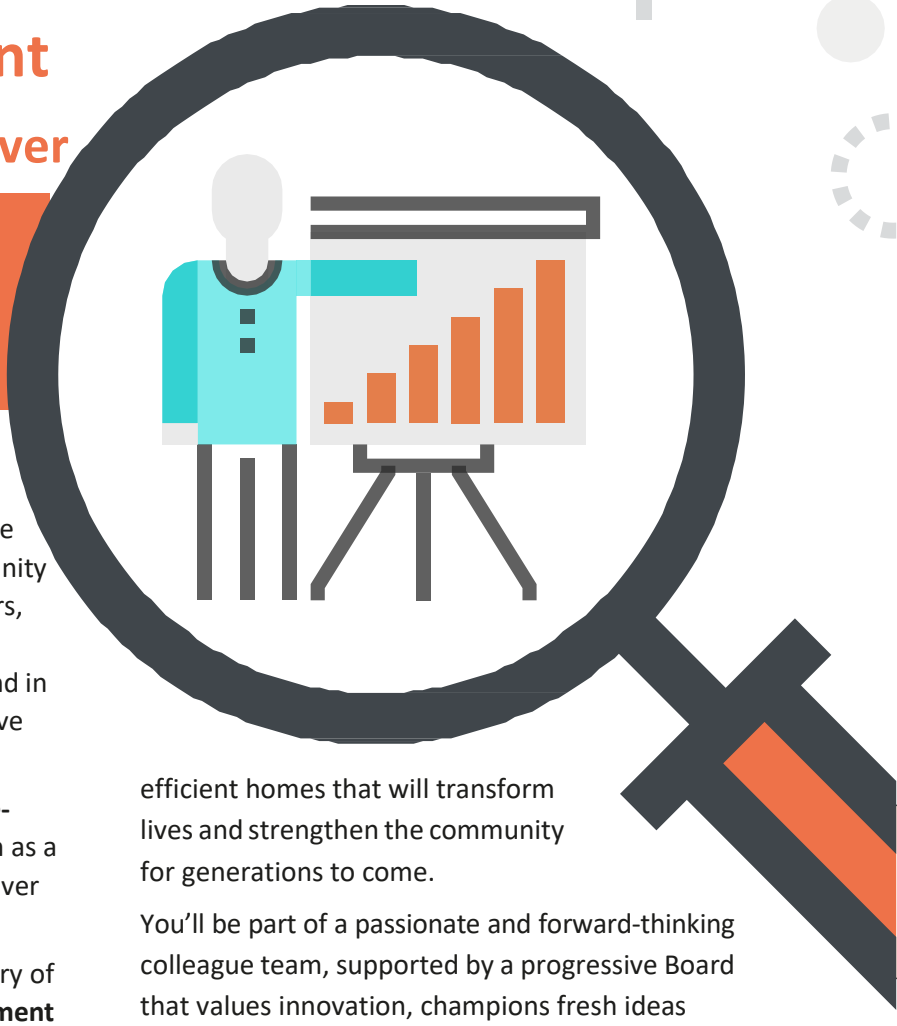
13- Month Maternity Cover

Reports to: Asset Manager

Salary: EVH Grade 6, PA17-PA20

£36,517 - £39,921

Location: Castlemilk, Glasgow



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

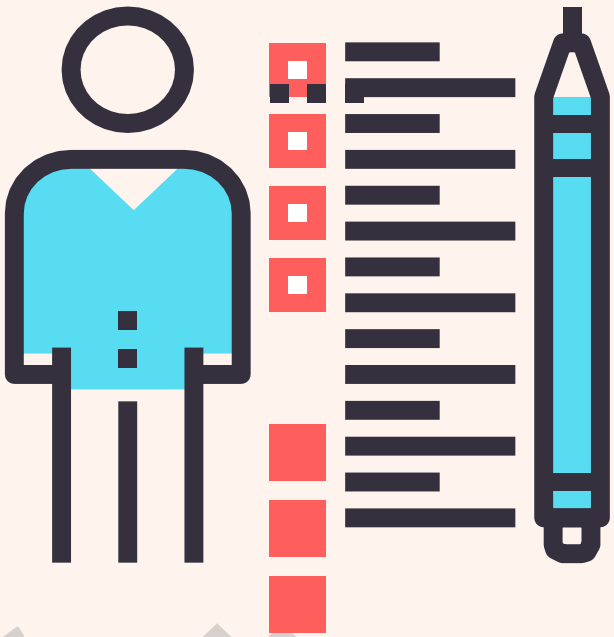
At Ardenglen Housing Association, we're more than just a landlord — we're a trusted community anchor organisation in Castlemilk. For 35 years, we've been providing high-quality homes, delivering excellent services, and working hand in hand with our tenants to create lasting positive change.

Now, we're looking for an **innovative, people-focused individual** to join our Colleague Team as a temporary Asset Compliance Assistance to cover a 12-month maternity leave period.

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 6, PA17-PA20, £34,745 - £39,921 generous wellbeing benefits, and the chance to make a lasting impact in Castlemilk.
- 12-month maternity leave cover. **Secondment opportunities** welcome.

Temporary Asset Compliance Assistant

The Role

As Temporary Asset Compliance Assistant, you'll:

- **First point of Contact:** for all compliance and health & safety works, including the "Big 7": gas, electrical, fire, asbestos, legionella, damp & mould, lift maintenance.
- **Tenant Safety:** Lead on Residents Health and Safety Compliance, statutory compliance, and contract management.
- **Support the delivery of Repairs and Asset Management Services:** Ensuring repairs are recorded, monitored and progressed efficiently; maintaining accurate records; supporting contractor performance monitoring; and assisting the Asset Management Team in delivering high-quality repairs, maintenance and compliance services.

General Support: Assisting our Customer Services Team by providing training, support and cover as required.

- **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 Business Plan by working to our Visions and Values, and actively contributing to our business improvement plans



Job Description

Job Title: Temporary Asset Compliance Assistant (13-month maternity cover) **Grade:** E.V.H Grade 6
Secondment opportunities welcome
Responsible to: Asset Manager



Job Purpose

- The Asset Compliance Assistant is responsible for the day-to-day monitoring and administration of the Associations compliance function relating to general health & safety and tenant safety matters
- The postholder will work with other front line-based staff to provide customers with an excellent first point of contact service focusing on problem resolution and high levels of satisfaction.
- The Asset Compliance Assistant is the first point of contact for contractors in all compliance related matters and to provide periodic performance reports to the Asset Manager against agreed KPIs
- In addition, the postholder will assist with general housing administration duties and provide support across departments as required, ensuring a consistently high standard of customer service is delivered

Job Output

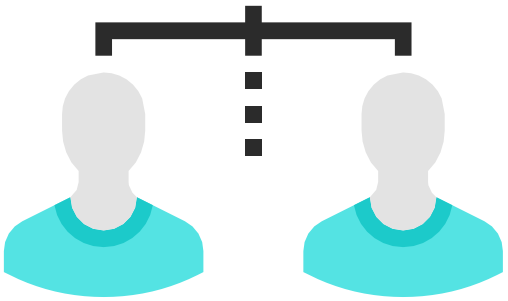
The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.



Job Description

Compliance Monitoring, Recording & Reporting

- Day-to-day administration of compliance programmes including but not limited to Gas Safety, Water Hygiene, Electrical Safety, Fire Safety, Asbestos Management, Dampness and Mould & Lift Safety.
- Ensure records for compliance with programmes for Energy Performance Certificates, Scottish Housing Quality Standards &Social Housing Net Zero Standard are managed and updated.
- Ensure all electronic software systems are updated in a timely manner to ensure accuracy of reporting in the following areas.
- Analyse and update the Association's compliance data on a regular basis to ensure potential failings are identified at an early stage and matters can be escalated.
- Analyse and update the associations Health & Safety Scorecard on a regular basis to assist with the quarterly presentation to the Audit Performance & Risk Sub-committee.
- Provide and update an electronic directory to clearly identify the location of the supporting information to demonstrate compliance with the Health & Safety Scorecard.
- Assist with the development of effective processes to ensure all compliance records and databases are kept up to date with changes in Regulation and Legislation.
- Scrutinise contractors' completion dates and provide statistical reports for monthly audit analysis.
- Monitoring and updating approved contractors list ensuring compliance and all documents are stored appropriately.



Compliance Contracts and Service Agreements

- Provide support to the Asset Manager to inform the development of future compliance and investment programmes.
- Ensure all contracts are undertaken in accordance with the agreed scope of works and within the required timescales.
- Be the first point of contact for tenants and maintenance contractors.
- Arrange and attend compliance contracts meetings ensuring a schedule of meetings is in place at intervals in relation to the nature of the contract and the associated risks.
- Assess contractor performance against agreed KPIs.
- Pre and post inspect compliance work as required for correct diagnosis and quality control checks.
- Arrange for a percentage of quality assurance inspections to be undertaken by external consultants in line with our policies & procedures. Ensure recommended actions are followed up and discussed at contractor progress meetings.
- Ensure regular liaison with the customer services team to implement the associations access policy and attend forced access properties where required.



Job Description

Reactive & Void Property Maintenance Duties



- Ensure all records regarding compliance are updated to reflect a change of tenancy.
- Laise closely with other members of the Customer Services and Asset Management teams to ensure that all tenant safety inspections and receipt of documentation are completed in a timely manner to minimise void rent loss.
- Assist with British Gas Voidcare scheme to ensure availability of power & gas within meters for safety inspections.
- Support Customer & Asset Support Assistants with repairs when required.
- Providing administrative support within the Asset Management Section when required

Financial Controls



- Check and authorise invoices in line with appropriate authorisation levels.
- Monitor expenditure against budgets throughout the year for compliance contracts and variances brought to the attention of the Asset Manager.
- Where necessary obtain quotations for works out-with contract conditions.
- Process rechargeable repairs related to compliance works in line with our policies & procedures.

Complaints

- Empathetically consider customer complaints and log on complaints register.
- Problem solve and resolve complaints wherever possible to the satisfaction of the customer.

General Duties



- Supervise the day-to-day operations of the Customer & Asset Support Assistants
- Provide training & daily assistance as required to other members of the frontline customer services team
- Assist in the formulation of policies and procedures.
- Assist with the implementation and compliance with the Scottish Social Housing Charter.
- Ensure relevant articles are drafted on time for inclusion within the tenant quarterly newsletter.
- Providing administrative support within the Asset Management Section when required
- Assist when required with all relevant reception duties.

Job Description

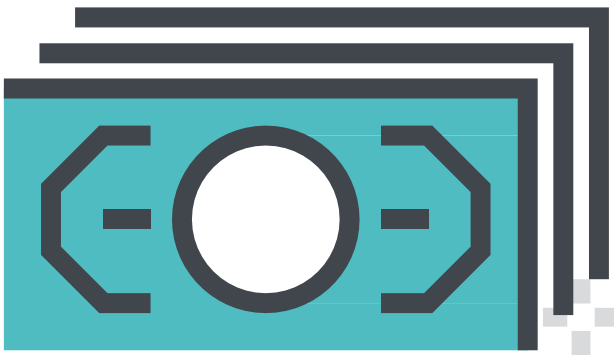
Key Relationships



- Tenants and other customers
- Asset Manager
- Asset Management Team
- Customer Services Team
- Internal Teams
- Contractors & Suppliers

Special Conditions

- You may occasionally be expected to undertake activities out with working hours e.g. training or critical incidents/emergency situations that may arise
- To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and Key Competencies and as identified in the personnel development process Take part in progress/performance reviews
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received Develop and deliver training to other members of the
- The Job Outline is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Chief Executive or Board of Management



Ardenglen Housing Association will develop as an organisation to deliver its long-term aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job role.

Person Specification - Customer & Asset Support Assistant

Education & Qualifications	Essential	Desirable
Good general standard of education	✓	
Qualification, further training, or industry experience within the repairs or social housing environment		✓

Experience	Essential	Desirable
Comprehensive experience of assisting with property related health and safety and compliance systems	✓	
Sound knowledge of relevant legislative & H&S requirements	✓	
Experience of assisting with property services or repairs management	✓	
Experience in administering maintenance service and compliance contracts and instructing contractors	✓	
Working with the public & committed to customer service	✓	
Experience of staff support & supervision		✓
Experience of working with customers to improve service delivery		✓
Experience working with computerised housing management system such SDM		✓



Person Specification – Customer & Asset Support Assistant

Skills, Abilities & Personal Attributes	Essential	Desirable
Excellent communication skills – verbal, written, presentational & report writing	✓	
Good computer skills – Microsoft Office – other specialist systems	✓	
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 shifting workloads within set timescales	✓	
Keen attention to detail	✓	
Ability to communicate information to individuals, being aware of the need to be clear and concise	✓	
Respect the confidentiality of the Organisation and its' staff	✓	
Motivated, team player	✓	

Commitment to Ardenglen Values	Essential	Desirable
Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvement	✓	
Has a positive 'can-do' attitude	✓	
Is committed to Ardenglen's values: Community & Customer Focused Accountable Making a Difference Innovative Equal Access to Services for all Treating our customers with respect	✓	

Other Requirements	Essential	Desirable
Full drivers license		✓
Flexible approach to work	✓	
Resilient	✓	
Can work in an open plan office with limited personal, private space	✓	
Knowledge of Housing Associations' work		✓
Excellent time keeping	✓	

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 **Temporary Asset Compliance Assistant** 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 Thursday 19th November 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 Asset Manager, Director of Asset Management, and our HR Partner from TransformingHR.

Interviews are expected to take place on Thursday 26th November, in our Office in Castlemilk

TransformingHR



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
- 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.

ARDENGLEN

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.

ARDENGLEN

Thank you and good luck with your application.

