

## **Asset Compliance Assistant**

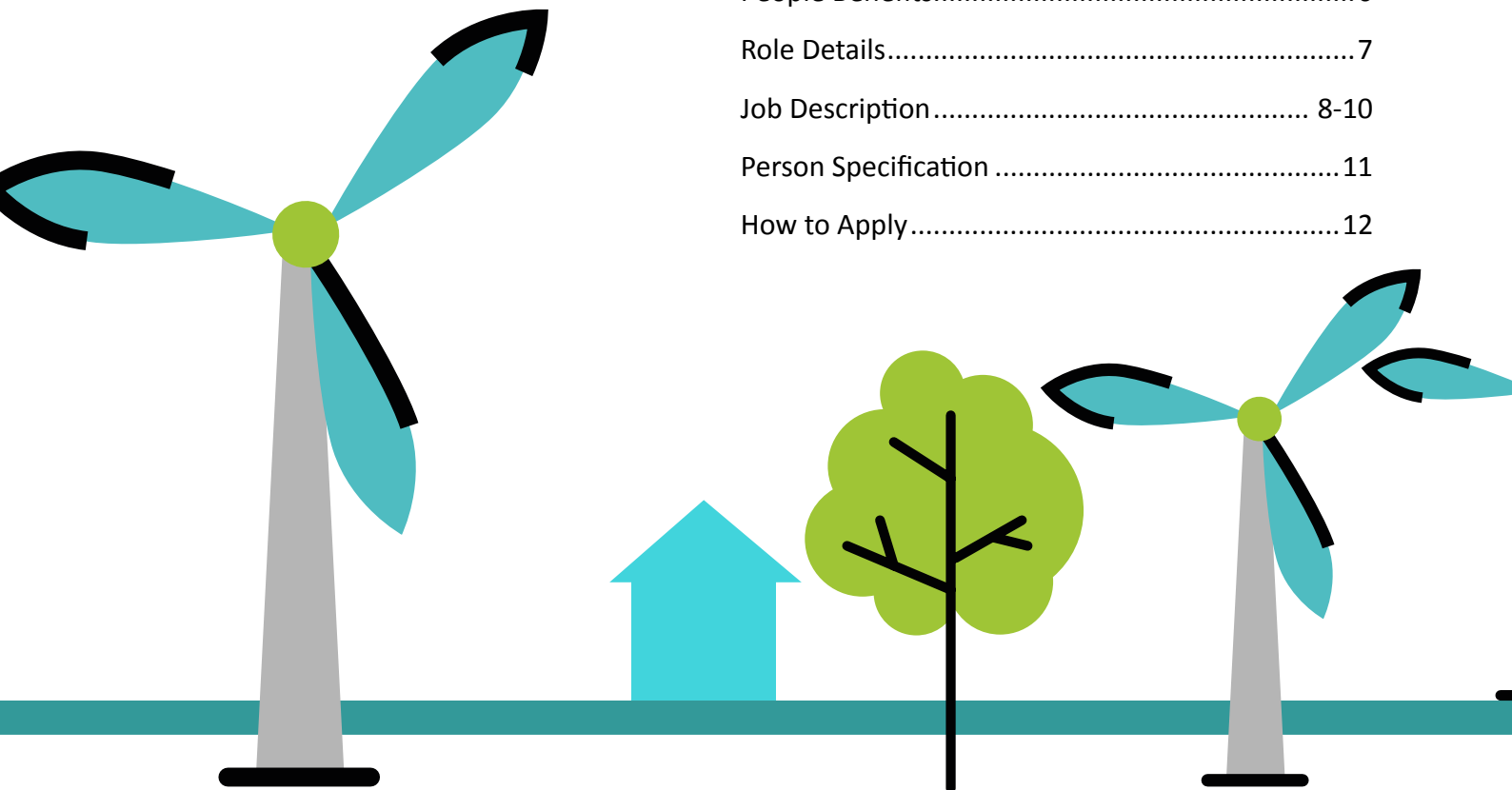
Recruitment Pack



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# Welcome

Dear Candidate,

Thank you for your interest in the Asset Compliance Assistant post at Ardenglen Housing Association.

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 our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people 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're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

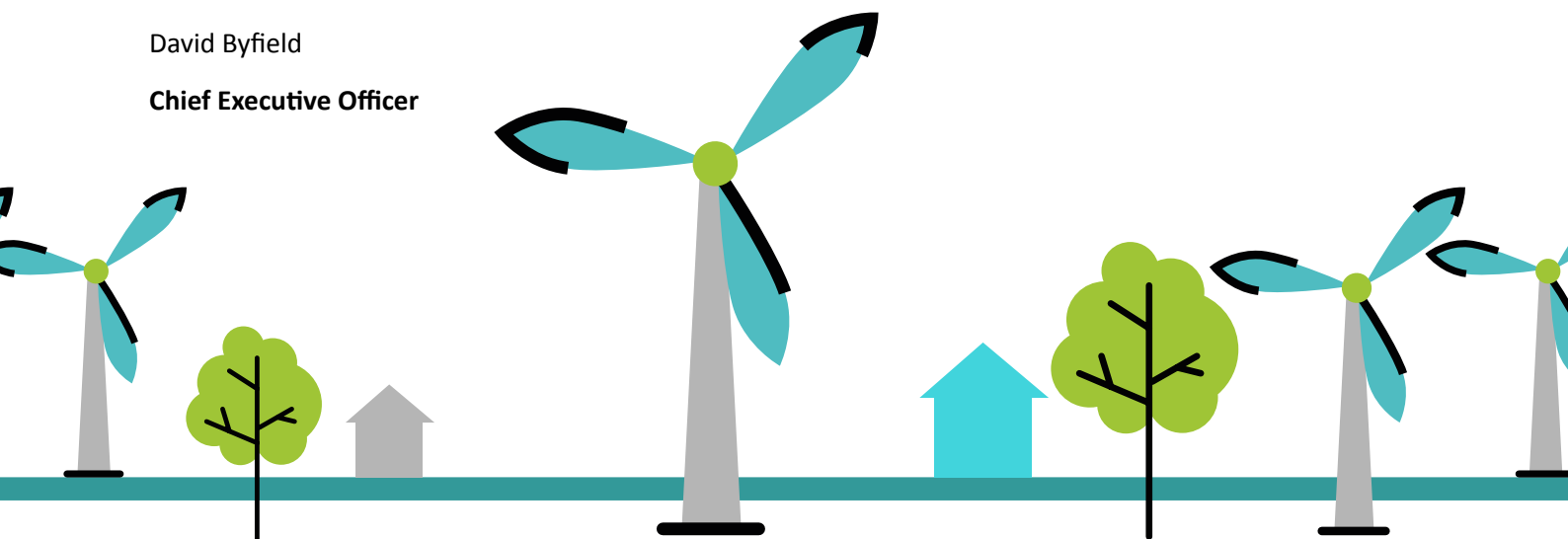
We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

Thank you for your interest and we look forward to hearing from you.

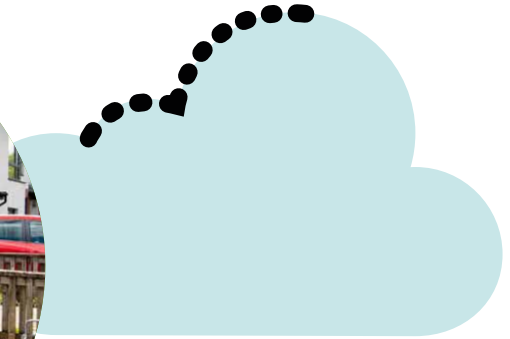
David Byfield

**Chief Executive Officer**





## About Ardenglen



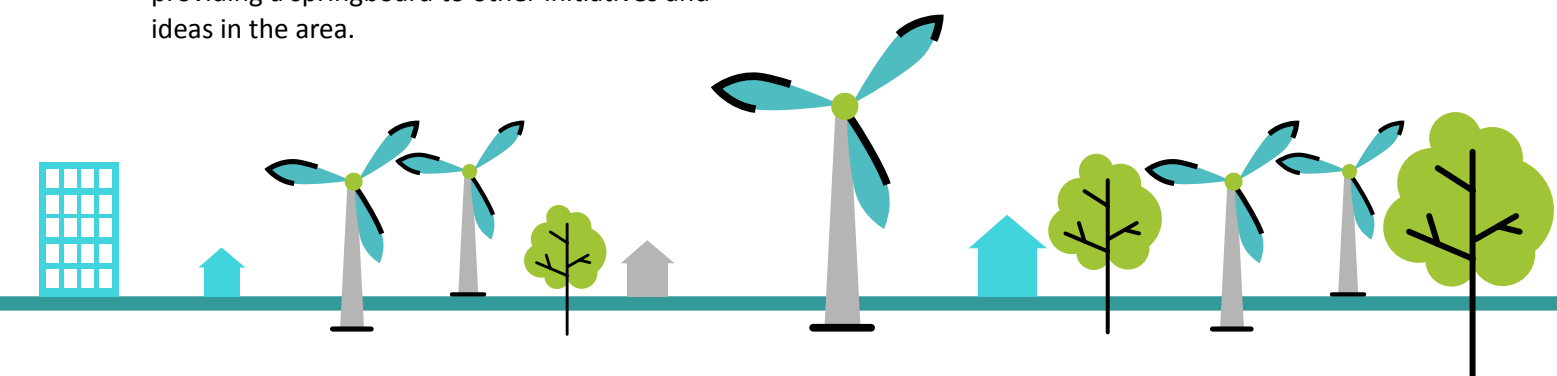
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

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.







## Our Vision and Values



### Vision:

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

### Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





## 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:

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Cycle to work scheme
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service
- eal lan





## Role Details

### Asset Compliance Assistant

**Salary:**

£34,745 - £37,984

Grade 6 spinal point 17-20

**Contract:**

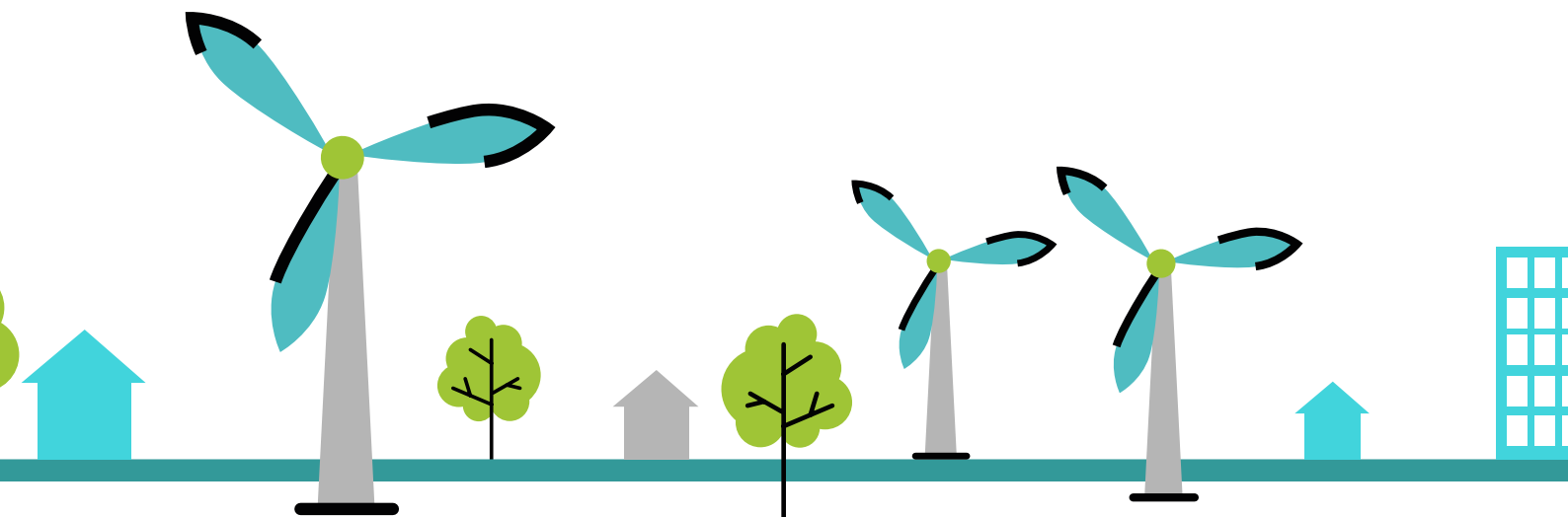
Permanent

**Hours:**

35 hours per week (flexi time in place)

**Reporting To:**

Senior Asset Officer



# Job Description

Job Details			
<b>Job Title:</b>	Asset Compliance Assistant	<b>Responsible for:</b>	Supervisory role over Asset Administration Assistant Grade 4
<b>Service Area:</b>	Asset Management	<b>Responsible to:</b>	Senior Asset Officer
<b>Grade:</b>	EVH Grade 6 Spinal point 17 - 20	<b>Location:</b>	355 Tormusk Road
Job Summary			
<ul style="list-style-type: none"> <li>Responsible for the day-to-day monitoring and administration of the Associations compliance function relating to general health &amp; safety and tenant safety matters.</li> <li>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.</li> <li>First point of contact for contractors in all compliance related matters and to provide periodic performance reports to the Senior Asset Officer against agreed KPIs.</li> </ul>			
Job Outputs			
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.			
Key Tasks	Includes the requirement to:		
Compliance Monitoring, Recording & Reporting	<ul style="list-style-type: none"> <li>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 &amp; Lift Safety.</li> <li>Ensure records for compliance with programmes for Energy Performance Certificates, Scottish Housing Quality Standards &amp; Social Housing Net Zero Standard are managed and updated.</li> <li>Ensure all electronic software systems are updated in a timely manner to ensure accuracy of reporting in the following areas.</li> <li>Analyse and update the associations compliance data on a regular basis to ensure potential failings are identified at an early stage and matters can be escalated.</li> <li>Analyse and update the associations Health &amp; Safety Scorecard on a regular basis to assist with the quarterly presentation to the Audit Performance &amp; Risk Sub-committee.</li> <li>Ensure copies of all supporting information to demonstrate compliance is stored within the appropriate electronic databases and that they can be readily obtained.</li> <li>Provide and update an electronic directory to clearly identify the location of the supporting information to demonstrate compliance with the Health &amp; Safety Scorecard.</li> </ul>		





# Job Description

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Scrutinise contractors' completion dates and provide statistical reports for monthly audit analysis.</li> <li>• Monitoring and updating approved contractors list ensuring compliance and all documents are stored appropriately.</li> </ul>
Compliance Contracts and Service Agreements	<ul style="list-style-type: none"> <li>• Provide support to the Senior Asset Officer to inform the development of future compliance and investment programmes.</li> <li>• Ensure all contracts are undertaken in accordance with the agreed scope of works and within the required timescales.</li> <li>• Be the first point of contact for tenants and maintenance contractors.</li> <li>• 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.</li> <li>• Assess contractor performance against agreed KPIs.</li> <li>• Pre and post inspect compliance work as required for correct diagnosis and quality control checks.</li> <li>• Arrange for a percentage of quality assurance inspections to be undertaken by external consultants in line with our policies &amp; procedures. Ensure recommended actions are followed up and discussed at contractor progress meetings.</li> <li>• Ensure regular liaison with the customer services team to implement the associations access policy and attend forced access properties where required.</li> </ul>
Reactive and Void Property Maintenance Duties	<ul style="list-style-type: none"> <li>• Ensure all records regarding compliance are updated to reflect a change of tenancy.</li> <li>• Liaise 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.</li> <li>• Assist with British Gas Voidcare scheme to ensure availability of power &amp; gas within meters for safety inspections.</li> <li>• Support Asset Administration Assistant with repairs when required.</li> <li>• Providing administrative support within the Asset Management Section when required.</li> </ul>
Financial Control	<ul style="list-style-type: none"> <li>• Check and authorise invoices in line with appropriate authorisation levels.</li> </ul>



# Job Description

	<ul style="list-style-type: none"> <li>• Monitor expenditure against budgets throughout the year for compliance contracts and variances brought to the attention of the Senior Asset Officer.</li> <li>• Where necessary obtain quotations for works out-with contract conditions.</li> <li>• Process rechargeable repairs related to compliance works in line with our policies &amp; procedures.</li> </ul>
Complaints	<ul style="list-style-type: none"> <li>• Empathetically consider customer complaints and log on complaints register.</li> <li>• Problem solve and resolve complaints wherever possible to the satisfaction of the customer.</li> </ul>
General Duties	<ul style="list-style-type: none"> <li>• Assist in the formulation of policies and procedures.</li> <li>• Assist with the implementation and compliance with the Scottish Social Housing Charter.</li> <li>• Provide training and daily assistance as required to other members of the frontline customer services and asset management teams and in particular the Asset Administration assistance.</li> <li>• Ensure relevant articles are drafted on time for inclusion within the tenant quarterly newsletter.</li> <li>• Assist when required with all relevant reception duties.</li> <li>• In order to assist with self-development, the role will offer the opportunity to assist with Asset Officers duties when possible.</li> </ul>
<p>Ardenglen Housing Association will continue to develop as an organisation to deliver its long terms 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.</p>	
<b>Key Relationships</b>	
<ul style="list-style-type: none"> <li>• Tenants and other customers</li> <li>• Senior Asset Officer</li> <li>• Asset Management Team</li> <li>• Customer Services Team</li> <li>• Internal Teams</li> <li>• Contractors</li> </ul>	
<b>Special Conditions</b>	
<ul style="list-style-type: none"> <li>• You may occasionally be expected to undertake activities out with working hours e.g. Board Meetings, training or critical incidents/emergency situations that may arise.</li> <li>• 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 personal development process.</li> </ul>	



# Job Description

- Ensure Health & Safety regulations are adhered to and ensuring the Asset Management Team is fully conversant with the regulations.
- To actively promote and practice 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.
- The Job Outline is indicative of the nature and level of responsibility associate 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, Director or Board of Management.

## Review

The Job Outputs will be reviewed as and when required in accordance with the Association's review mechanisms.



# Person Specification

Criteria	Essential / Desirable	Assessed at
<b>Qualification</b>		
Possession of a relevant professional qualification or experience at an equivalent level	E	CV
Hold full drivers licence	D	CV/personal statement/Interview
<b>Experience &amp; Knowledge</b>		
Comprehensive experience of assisting with property related health and safety and compliance systems	E	CV /personal statement /Interview
Sound knowledge of relevant legislative & regulatory framework	E	CV /personal statement /Interview
Experience of assisting with property services or repairs management	E	CV /personal statement /Interview
Experience in administering maintenance service and compliance contracts and instructing contractors	E	CV /personal statement /Interview
Experience of staff support & supervision	D	CV /personal statement /Interview
Experience of working with customers to improve service delivery	D	CV/Personal Statement / Interview
<b>Skills &amp; Abilities</b>		
Excellent communication skills – verbal, written, presentational & report writing	E	CV/Personal Statement / Interview
Ability to work in small team and share workload	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan workloads within set timescales	E	CV/Personal Statement / Interview
Ability to find solutions to complex issues	E	CV/Personal Statement / Interview
Ability to respond positively and flexibly to change	E	CV/Personal Statement / Interview
Ability to work on own initiative with little supervision	E	CV/Personal Statement / Interview
Energetic personality with a high degree of personal drive	E	CV/Personal Statement / Interview
<b>Commitment to Ardenglen Values</b>		
<ul style="list-style-type: none"> <li>Community &amp; Customer Focussed</li> <li>Accountable</li> <li>Making a Difference</li> <li>Innovative</li> <li>Equal Access to Services for all</li> <li>Treating our customers with respect</li> </ul>	E	CV/Personal Statement / Interview





## How to Apply

