



50 YEARS OF

Reidvale
Housing Association

MAINTENANCE OFFICER

Recruitment Pack

September 2026



CONTENTS

1. WELCOME FROM THE CHAIRPERSON	3
2. ABOUT REIDVALE HOUSING ASSOCIATION	4
3. OUR STAFF CHARTER	5
4. LOOKING AFTER OUR HOMES	6
5. ABOUT THE ROLE.....	8
6. KEY RESPONSIBILITIES	9
7. PERSON SPECIFICATION	15
8. TERMS AND CONDITIONS.....	17
9. HOW TO APPLY	18
10. SELECTION PROCESS	19
11. EQUAL OPPORTUNITIES AND ACCESSIBILITY	20

1. WELCOME FROM THE CHAIRPERSON

Thank you for your interest in joining Reidvale Housing Association as our Maintenance Officer.

Reidvale is a community-based housing association with a proud history, a strong local identity and a renewed ambition for the future. Providing good quality, safe and well-maintained homes is at the heart of what we do, and our Maintenance Officer has an important part to play in making sure we deliver that consistently for our tenants and other customers.

This is a varied and practical role. You will work across reactive repairs, void properties, planned and cyclical maintenance, contractor performance, property inspections, medical adaptations and asset information. Just as importantly, you will be working directly with tenants and residents, helping us make sure that our technical services are responsive, well managed and focused on the people who live in our homes.

We are looking for someone who combines strong technical knowledge with sound judgement, good organisation and a genuine commitment to customer service. You should be comfortable working with contractors, colleagues and customers, able to take ownership of problems and willing to look for ways in which services can be improved.

At Reidvale, we want our staff to feel part of the community and part of the organisation. Our values of being honest and open, accountable, respectful and considerate, and supportive shape how we work with one another and with the people we serve.

If that approach reflects the way you like to work, we would be delighted to hear from you.

Denise Dempsey

Chairperson

Reidvale Housing Association

2. ABOUT REIDVALE HOUSING ASSOCIATION

Reidvale Housing Association is a community-based registered social landlord operating in a clearly defined area to the east of Glasgow city centre. We own and manage 901 homes, as well as commercial units and the Reidvale Neighbourhood Centre. We also provide factoring services to more than 200 owners.

Reidvale was formed through local action and community determination. Our origins go back to 1975, when residents came together to protect their homes and community from demolition and displacement. Since then, Reidvale has played an important role in improving, safeguarding and sustaining the traditional tenemental homes and community life of the area.

Today, providing good homes remains at the heart of our purpose, but we know that a secure tenancy depends on more than the property itself. Income, household costs, health, relationships, access to essentials and trusted support can all affect whether someone is able to settle into and sustain their home.

Our mission

Our mission is serving our community, now and into the future.

Our values

Our values are:

- To be honest and open
- To be accountable
- To be respectful and considerate
- To be supportive.

These values shape how we work with tenants, colleagues and partners.

Our Staff Charter

Developed by our staff team, sets out what these values mean in practice, both the behaviours we ask from everyone at Reidvale and what staff can expect from Reidvale as an employer.

3. OUR STAFF CHARTER

These are the behaviours we ask from everyone, and the conditions Reidvale commit to creating.

What everyone at Reidvale commits to

HONEST AND OPEN	RESPECTFUL AND CONSIDERATE
Be honest and open in our approach, decisions and communications • Share clear, accurate information and explain decisions. • Manage expectations, only make commitments you can keep. • Own mistakes, ask for help and give or seek feedback.	Be respectful and considerate in how we treat everyone • Listen to understand, especially in difficult situations. • Be welcoming, compassionate and nonjudgemental. • Value diversity and adapt so everyone can participate.
ACCOUNTABLE	SUPPORTIVE
Be Accountable to our tenants, community and each other • Take ownership of actions, decisions and commitments. • Work constructively with others and keep people informed. • Follow agreed standards and see actions through.	Be supportive and willing to go the extra mile • Offer help, share knowledge and ask for support. • Work across teams to make a positive difference. • Be open to change, while working safely and sustainably.

What you can expect from Reidvale

• A fair learning culture: honest mistakes and concerns are handled fairly, with learning and accountability. • Training and support: time, coaching, procedures and guidance to build confidence. • The tools to do your job: the right access, information and clear standards.	• Approachable leadership: staff voice is welcomed, feedback is given and decisions are explained. • Wellbeing and change: workloads are taken seriously, useful ideas are supported and change is made to happen.
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This staff charter was developed by the staff team at Reidvale in August 2026.

4. LOOKING AFTER OUR HOMES

Our homes are one of Reidvale's most important assets, but for our tenants they are much more than that. They are where people live their lives. Providing a good maintenance service therefore means getting both the technical detail and the customer experience right.

Our Asset Management service covers reactive repairs, void properties, planned and cyclical maintenance, investment work, medical adaptations, property inspections, contractor management and a range of property safety and compliance responsibilities.

The Maintenance Officer sits at the centre of much of this activity.

The role provides day-to-day technical oversight of repairs and maintenance work, including pre and post inspections, monitoring quality, checking completed work and working with contractors to address performance issues. It also contributes to planned and cyclical investment, stock condition information, void standards and medical adaptations.

There is also a strong customer focus. The Maintenance Officer communicates directly with tenants and owners, deals with maintenance-related concerns and complaints, supports consultation and helps make sure customers are kept informed about work affecting their homes. The role is expected to contribute ideas for improving services, performance and procedures.

Our priorities for the role

We want the Maintenance Officer to help us:

- Deliver a responsive, high-quality repairs service.
- Make sure void properties are inspected, repaired and returned to use promptly.
- Hold contractors to clear standards for quality, performance, safety and customer service.
- Strengthen the management of planned and cyclical maintenance.
- Keep accurate and useful information about the condition of our homes.
- Support effective management of property safety and compliance.
- Deliver medical adaptations sensitively and efficiently.
- Listen to customers and respond constructively when things go wrong.

- Look for practical ways to improve performance, value for money and customer experience.

5. ABOUT THE ROLE

The Maintenance Officer will help manage the delivery of a high-quality, efficient and effective maintenance service which meets the needs and expectations of Reidvale's tenants and other customers.

It is a hands-on role combining technical property knowledge, contractor management, inspections, customer contact, performance management and staff supervision.

You will work closely with the Head of Asset Management and Senior Maintenance Officer while taking direct responsibility for a range of operational activities. You will also support and supervise the Maintenance Assistant and work across Reidvale teams to make sure repairs, voids and property investment activity are coordinated effectively. The job description identifies particular responsibility for reactive, planned and cyclical maintenance, contractor liaison, inspections, customer engagement, complaints and performance improvement.

Role at a glance

Job title	Maintenance Officer
Grade	EVH Grade 7
Accountable to	Head of Asset Management/ Senior Maintenance Officer
Responsible for	Maintenance Assistant
Working pattern	35 hours per week
Location	Dennistoun, Glasgow
Core purpose	To help deliver a high-quality, efficient and effective repairs, maintenance and asset service for Reidvale's tenants and customers.
Key relationships	Tenants, owners and residents, Maintenance Assistant, Senior Maintenance Officer, Head of Asset Management, Housing and Communities colleagues, Compliance Officer, contractors, consultants, occupational therapists and other professional partners.

The kind of person we need

We are looking for someone who is:

- **Technically confident**, with a sound understanding of property maintenance and the standards that apply to housing repairs and property safety.
- **Customer focused**, able to remember that behind every repair, inspection or contract is a tenant or resident who needs clear information and a reliable service.
- **Organised and accountable**, able to manage competing priorities, keep accurate records and follow work through to completion.
- **Comfortable working with contractors**, including challenging performance or workmanship where standards are not being met.
- **Practical and solutions focused**, able to assess a problem, make sound decisions and find a workable way forward.
- **Collaborative**, able to work across teams while also taking ownership of your own area of responsibility.
- **Improvement focused**, interested not simply in completing today's work but in identifying how systems, processes and services can work better.
- **Calm and professional**, including when dealing with complaints, competing demands or situations where customers or contractors may be dissatisfied.

6. KEY RESPONSIBILITIES

The responsibilities below summarise the main areas of the role. They reflect the current Maintenance Officer job description.

Repairs, inspections and voids

- Help deliver a high-quality repairs service which provides value for money and a positive experience for tenants and customers.
- Carry out pre-inspections where required to identify the nature and extent of repairs.
- Carry out post-inspections in line with agreed targets and quality standards.
- Record inspection outcomes accurately and ensure appropriate action is taken where work does not meet the required standard.
- Review completed works orders and support accurate recording of labour, materials, costs and completion information.
- Check, certify or query contractor invoices as appropriate.
- Identify potentially recoverable or insurance-related repairs and ensure the correct procedures are followed.

- Deal with requests from tenants for alterations or improvements in accordance with Reidvale policy and procedures.
- Attend end-of-tenancy inspections with Housing and Communities colleagues where required.
- Ensure void properties are appropriately inspected and coordinate repairs so they can be returned to letting within target timescales.
- Contribute to the development and review of Reidvale's void property standard.

Contractor management and performance

- Work with the Senior Maintenance Officer to coordinate external contractors delivering reactive, cyclical, planned and major repair works.
- Monitor contractor performance against agreed targets, service standards and quality expectations.
- Identify poor workmanship or service issues at an early stage and take action to secure improvement.
- Escalate continued performance or compliance concerns to the Senior Maintenance Officer and Head of Asset Management.
- Maintain appropriate contractor records, including relevant insurance, financial and compliance information.
- Participate in regular contractor meetings covering performance, invoicing, customer satisfaction and service issues.
- Deal constructively with concerns or complaints raised by contractors.
- Contribute to the annual review of contractors and recommendations on future arrangements.
- Support procurement and instruction of work in accordance with Reidvale's Procurement Policy.

Planned and cyclical maintenance

- Coordinate programmes of planned and cyclical maintenance within your area of responsibility.

- Help ensure works take place at the required intervals and in line with appropriate budgets and component accounting requirements.
- Support delivery of the stock condition survey programme.
- Maintain accurate stock condition and component information following inspections, repair work and improvements.
- Work with consultants and contractors during surveys, site inspections and planned maintenance activity.
- Help prepare future planned maintenance programmes using stock condition information and technical inspections.
- Communicate clearly with tenants, residents and customers about planned and cyclical work affecting their homes.
- Supervise contracts and inspect completed works to support effective contract and invoice management.
- Help make sure Reidvale secures value for money from maintenance and investment expenditure.
- The job description requires the postholder to support stock condition work and maintain asset data, including information used to plan future component replacement.

Medical adaptations

- Manage referrals for adaptations to tenants' homes received from Occupational Therapists.
- Maintain and manage the waiting list for medical adaptations.
- Coordinate works between tenants and contractors.
- Inspect completed adaptations and make sure work meets the required standard.
- Process contractor invoices in accordance with contractual requirements.
- Support grant claims and provide information needed for applications to Glasgow City Council.
- Monitor relevant adaptation budgets and performance information.

- Make sure customers are kept informed throughout the adaptation process.

Property safety and compliance

- Work safely and ensure health and safety requirements and risk assessments are followed in relation to maintenance and improvement works.
- Check that contractors meet relevant health and safety requirements.
- Ensure appropriate risk assessments, method statements and COSHH information are provided where required.
- Support Reidvale's work in relation to gas and electrical safety.
- Assist with compliance activity relating to asbestos, damp and mould and fire safety.
- Maintain appropriate health and safety records, reports, actions and certification.
- Contribute to Reidvale's Health and Safety Working Group where required.
- Undertake relevant safety testing and evacuation activity within Reidvale premises as required.
- The role specifically supports the Association's compliance responsibilities in areas including gas, electrical safety, asbestos, legionella, damp and mould and fire safety.

Customer service and complaints

- Provide a courteous and professional service to tenants, owners and other customers.
- Communicate clearly about repair and maintenance issues, expected actions and timescales.
- Listen to and value customer feedback and use it to help improve services.
- Assist with consultation and tenant participation activity.
- Attend tenant and owner meetings where required.
- Liaise with external agencies where this supports effective service delivery.

- Investigate and respond to complaints in accordance with Reidvale's Complaints Handling Procedure, including formal written responses where appropriate.
- Use complaints and customer feedback as opportunities to identify service improvements.

Performance, records and improvement

- Monitor and report maintenance performance against agreed targets and relevant benchmarks.
- Make sure property, repair and inspection information is recorded accurately and kept up to date.
- Contribute to the development and review of maintenance policies and procedures.
- Keep up to date with legislation, professional guidance and regulatory requirements relevant to the role.
- Contribute ideas and suggestions that can improve services, efficiency and customer experience.
- Provide information and reports to support effective management and governance.
- Support Reidvale's wider organisational objectives and work constructively across teams.

Staff supervision and wider responsibilities

- Manage and support the Maintenance Assistant.
- Undertake appropriate supervision, one-to-one meetings and performance management.
- Deputise for the Senior Maintenance Officer where required.
- Represent Reidvale at relevant external meetings where appropriate.
- Participate in community, promotional and organisational events where required.
- Maintain your professional knowledge and undertake relevant learning and development.

- Participate in Reidvale's out-of-hours arrangements on a rota basis where required.
- Attend occasional evening or weekend meetings where necessary for the role.
- Carry out other reasonable duties consistent with the level and purpose of the post.
- Uphold Reidvale's values and commitment to equality in everything you do.

7. PERSON SPECIFICATION

The person specification is intended to help applicants understand what we are looking for and will be used as part of the shortlisting and selection process.

Area	Essential	Desirable
Qualifications	Professional, technical or other construction related qualification.	HND or degree-level qualification. Clean driving licence.
Experience/ Knowledge	A track record of property management within a housing organisation. Experience of using a maintenance database and raising works or job orders. Experience of supervising a maintenance service or function. Line-management experience, including one-to-one meetings and performance management. Experience of liaising with contractors delivering reactive, cyclical and planned maintenance works. Knowledge of relevant health and safety legislation. Strong knowledge of current building, electrical and gas regulations relevant to the role.	Experience within the housing association sector. Experience of working with voluntary Management Committees and tenant or resident groups. Experience using Microsoft applications such as Word and Excel. Knowledge of the Scottish Housing Regulator's Regulatory Framework and Scottish Social Housing Charter. Awareness of wider-role or community-based housing initiatives. Awareness of tenant participation and engagement.
Skills and Abilities	Excellent communication and presentation skills. Good interpersonal and team-working skills.	Ability to negotiate and influence others. Mediation and negotiation skills.

	Good written communication, including letter and report writing. Ability to work to deadlines and maintain a high standard of performance. Good IT skills. Ability to plan and prioritise work to meet individual targets and organisational objectives. Strong customer focus. Flexible approach to work.	
Personal Qualities	Commitment to equality, diversity and inclusive service delivery. Commitment to continuous improvement. Professional, approachable and confident manner. Ability to work constructively with tenants, colleagues, contractors and other partners. Willingness to take responsibility and see actions through. Willingness and ability to participate in out-of-hours arrangements and occasional evening or weekend activity where required. Willingness to undertake a Basic Disclosure.	

8. TERMS AND CONDITIONS

The following are the terms and conditions in relation to this role.

Salary	£42,707 to £46,895 per annum
Grade	EVH Grade 7
Hours	35 hours per week
Contract type	Permanent
Location	Dennistoun, Glasgow
Annual leave	40 days (including public holidays)
Pension	Matched employer contributions up to 13%
Probation	3 months
Disclosure	Basic Disclosure may be required.
Pre-employment checks	Right to work, references, qualifications, any required professional registration and other checks relevant to the role.
Out of hours	The role may require attendance at evening or weekend meetings and participation in emergency call-out arrangements where required.

9. HOW TO APPLY

To apply, please complete the Reidvale Housing Association application form and return it to recruitment@reidvale.org.uk by the closing date.

In your application form, please tell us how you meet the person specification detailed in this recruitment pack.

CVs will not be accepted in place of a completed application form. If you are interested in the role on a secondment basis, or would like to discuss another suitable arrangement, we would encourage you to contact Martin Sloan before applying.

Who to contact

For an informal conversation about the role, or to discuss a possible secondment or alternative arrangement, please contact Martin Sloan, Head of Asset Management, at martin.sloan@reidvale.org.uk.

10. SELECTION PROCESS

The selection process is designed to assess how you meet the essential criteria in the person specification.

Closing Date	9:00 am, Wednesday, 14 October 2026
Shortlisting	Friday, 16 th October 2026
Stage 1 Interview	Thursday, 29 th October 2026

Shortlisted candidate will be given further information about the interview arrangements in advance.

11. EQUAL OPPORTUNITIES AND ACCESSIBILITY

Reidvale Housing Association is committed to equality, diversity and inclusion. We welcome applications from people with different backgrounds, experiences and perspectives, and we aim to make our recruitment process fair, respectful and accessible.

Please tell us if you need the recruitment pack, application information or selection process in another format, or if you require any reasonable adjustments to take part in the process.

All appointments will be made on merit, based on the skills, knowledge, experience, behaviours and values required for the role.

Data protection

Information provided as part of the recruitment process will be used only for recruitment and employment purposes and will be handled in line with Reidvale Housing Association policies and applicable data protection requirements. Our recruitment privacy information is available on our website.