



**Drumchapel  
Housing**  
Co-operative Limited


# Assistant Maintenance Officer Recruitment Pack

**Closing Date/ Time:**  
**Monday 9 February 2026 at 12 noon**

**Interview Date:**  
**Tuesday 17 February 2026**



**Drumchapel Housing Co-operative**  
4 Kinclaven Avenue  
Drumchapel  
Glasgow  
G15 7SP

 **0141 944 4902**

 **<https://www.drumchapelhc.org.uk>**



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## → WELCOME

Dear Candidate,

I am pleased you have taken the time to review the application pack, and you are considering the opportunity to become part of the team at Drumchapel Housing Co-operative.

We are a registered Social Landlord (RSL) based in Drumchapel providing housing services for 480 social rented properties. Our mission is "delivering and supporting quality affordable homes and all-inclusive community living" with a vision of "making houses into homes in an all-inclusive community." To allow us to achieve this, our values help underpin all the work that we do,

D	R	U	M	H	C
Doing what matters most with and for our customers by putting them at the heart of everything we do.	Respect Treating everyone with courtesy and dignity whilst recognising diversity.	Understanding individual tenants needs/aspirations, ensuring their voices are heard by actively engaging with them and the community.	Motivate and support our people to be the best they can be.	High quality of service - striving for excellence in all we do - looking for smarter innovative ways of working to deliver positive outcomes and achieve value for money.	Community focused Led by tenants for tenants

Further details on our mission, vision and values can be found on our [website](#).

At Drumchapel Housing Co-operative we want every member of our team to realise their potential so we can meet future challenges. We are seeking someone who shares our values with a desire to make an impact on the community we serve in the role of Assistant Maintenance Officer.

If this sounds like the right environment for you, we would encourage you read on to find out further details about the role and how to apply.

Good Luck



Pauline Burke  
Director, Drumchapel Housing Co-operative

## → WELCOME

Thank you for your interest in the above vacancy.

I am pleased to enclose the following information in the recruitment pack:

- Job description & Person specification
- What benefits we can offer you!
- Guidance notes for applicants on completing the application
- Information about the process
- Staff Structure

Visit our **website** where you will find a broad range of information about who we are and what we do.

If you wish to apply, please use the application form provided with this pack. Your application should be e-mailed to our recruitment partner EVH, before the closing date/ time at the following address, **Recruitment@evh.org.uk**

Please note that it is your responsibility to ensure we receive your application before the closing date of **Monday 9 February 2026 at 12 noon**. All applications will be acknowledged.

Interviews will take place on **Tuesday 17 February 2026**.

A basic disclosure check will be required of the preferred candidate.







## → JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title</b>	Assistant Maintenance Officer
<b>Grade</b>	EVH Grade 6, Points PA17 - PA20
<b>Status</b>	Permanent/ Full Time
<b>Reports To:</b>	Senior Maintenance Officer

### **Aims and objectives of the post and obligations of the post holder:**

- The Assistant Maintenance Officer (AMO) is responsible to the Senior Maintenance Officer (SMO), although tasks may also be delegated by the Senior Management Team (SMT). The SMO will be the formal line manager.
- The AMO is part of the Maintenance team which consists of the SMO and the AMO. The Director has overall responsibility for the Maintenance team.
- The AMO's primary responsibility is to provide an effective, efficient maintenance service to tenants through providing a high-quality service in relation to reactive repairs, cyclical works, planned maintenance and tenant safety.
- The AMO will have an awareness of legal, regulatory and best practice requirements within the RSL sector as they relate to the post. In addition, the AMO will contribute to the successful delivery and achievement of strategic and operational objectives.
- It is not envisaged that the AMO will be required to work out with normal working hours on a regular basis. There will, however, be occasions where this is required. In such cases, compensation will be as time off in lieu of payment (TOIL) and we will endeavour to give as much notice as possible.
- The Co-operative operates a dress code requiring staff to dress in an office appropriate manner.
- The Co-operative is committed to enabling staff to learn and develop in line with their needs, aspirations and interests. The AMO will therefore be expected to undertake training to ensure they continue to have the relevant skills and knowledge to be able to perform the role in an effective manner, and they will be encouraged to develop new skills. All training and further education approved by the Co-operative will be at its cost.
- It is important to note that the duties outlined in this document do not form part of a contract and must be viewed as an indication of the basic duties of the post. For example, staff members may be required to cover the work of others in the event of absence.



## → JOB DESCRIPTION & PERSON SPECIFICATION

### Job Outputs

Role output	Includes the requirement to:
Repairs & Maintenance tasks and responsibilities	<ul style="list-style-type: none"><li>• Provide a first-class customer focused maintenance and repairs service to service users.</li><li>• Respond to reactive repairs, planned works, cyclical maintenance and tenant safety programmes, including reporting performance as and when required.</li><li>• Monitor contractor performance and highlight any concerns.</li><li>• To help ensure that the Co-operative's properties are maintained to as high a standard as possible taking account of budgetary levels.</li><li>• Ensure void properties meet the Co-operative's lettable standard.</li><li>• Adhere to policies and procedures, as well as meeting departmental targets.</li><li>• Comply with good practice and legislation at all times.</li><li>• Identify opportunities to improve services and actively seek feedback from tenants on their satisfaction with the maintenance service.</li><li>• Record and take ownership of Stage 1 service complaints by identifying a frontline resolution. Ensure that complaints learning and feedback are shared and implemented amongst the team.</li><li>• Be able to work with a wide range of people and situations.</li><li>• Ensure that relevant files and records are kept up to date and in accordance with GDPR UK, and accurate and robust audit trails are kept.</li></ul>
Functional and Operational Tasks	<ul style="list-style-type: none"><li>• Record repairs reported by tenants on the phone, in person or electronically and advise customers of timescales involved and notify contractors of the works.</li><li>• Arrange access for repairs as required with the tenants and contractors, and work to resolve any access issues.</li><li>• Monitor repairs progress and log completion dates on the system.</li><li>• Ensure tenants receive as good a service as possible by following up on issues quickly and efficiently as they arise, e.g., liaising with the contractors and obtaining updates on outstanding repairs.</li><li>• Record and follow up on out of hours emergency repairs as soon as notified.</li></ul>



→ **JOB DESCRIPTION & PERSON SPECIFICATION**

	<ul style="list-style-type: none"><li>• Assist the SMO by carrying out post inspections, in line with the departmental targets, to assess the quality of work completed.</li><li>• Provide clear advice to tenants on managing issues within the property (e.g., condensation, ventilation, mould and dampness)</li><li>• Log repairs identified by colleagues through tenant property inspections.</li><li>• Carry out post repair telephone surveys and report satisfaction results in maintenance reports. Make recommendations for any improvements.</li><li>• Carry out internal and external inspections of the Co-operative's stock, including common areas, identifying repairs for action and ensure a high standard of estate management in line with the Co-operative's policies, procedures and targets.</li><li>• Monitor contractor performance against stated targets, identify cases where contractors are underperforming and advise the SMO in a timely manner for a quick response.</li><li>• Identify repairs to be claimed via insurance and inform the SMO. Support the SMO by collating supporting documentation for example photos, instruct works approved by insurance and compile the final invoice for submissions. Keep clear audit trails for the claims process.</li><li>• Take the lead on identifying and processing rechargeable repairs, agree repayment terms, monitor payments, and implement sanctions for non-payment in line with the policy and procedure.</li><li>• Work with the SMO to implement medical adaptations in accordance with the Co-operative's policy, procedures and budgets. This includes working closely with Housing Management colleagues. Ensure the works are carried out are in line with the budgets.</li><li>• Check and authorise invoices in line with the Co-operative's policy and procedures, ensuring each is commensurate with the work carried out, and that the work is of a high standard.</li><li>• Oversee the key cabinet in relation to voids, ensuring all keys are tracked and appropriately recorded if issued to contractors, consultants or staff.</li><li>• In conjunction with the SMO keep an approved list of contractors and consultants up to date and maintain records for insurance cover.</li><li>• Prepare and issue appropriate letters, emails, text messages and surveys relating to the maintenance function.</li><li>• Help prepare maintenance reports as and when required.</li><li>• Assist with collating maintenance indicators for the Annual Return of the Charter.</li><li>• Any other reasonable duties related to reactive repairs and maintenance</li></ul>
Cyclical Works, Planned Maintenance and Tenant Safety	<ul style="list-style-type: none"><li>• Assist the SMO in the procurement of repairs contracts and contractors by taking an active role in the process.</li></ul>



→ **JOB DESCRIPTION & PERSON SPECIFICATION**

	<ul style="list-style-type: none"><li>• Maintain databases related to planned works, cyclical maintenance, service contracts, gas servicing, electrical safety, legionella, asbestos and fire safety.</li><li>• Help to manage the Co-operative's cyclical contracts including attending and participating in the gas, electrical, component renewals, close cleaning and ground maintenance progress meetings, as required.</li><li>• Participate in project meetings including prestart, progress and site meetings.</li><li>• Assist in evaluating Single Procurement Documents for planned maintenance works.</li><li>• Ensure the Co-operative complies with legislative and regulatory requirements, so all gas properties have a current CP12 certificate and valid electrical installation condition report (EICR). This includes arranging appointments and applying the no access procedure. Ensure any remedial works identified on completed works are carried out or highlighted to the SMO for action.</li><li>• Notify Housing Management colleagues if there are access difficulties for cyclical works, planned maintenance and tenant safety.</li><li>• Also notify the SMO at an early stage if there are potential access issues which could lead to non-compliance.</li><li>• Liaise with tenants throughout planned programme of works to help collate satisfaction data and ensure high levels of customer satisfaction are maintained.</li><li>• Help ensure cyclical works and planned maintenance remains within budgets.</li><li>• Ensure the Co-operative has accurate and up to date records of repairs, including certification, to allow us to identify and plan our asset management approach and address any issues within the stock.</li><li>• Ensure property records are maintained and up to date. This includes accurate recording of internal specifications e.g., fire detectors, gas certification, electrical installation condition reports (EICRs), legionella certifications, lift certification, medical adaptations, heating systems and other installations.</li><li>• Assist the SMO to monitor the landscape maintenance contract to ensure that grass cutting, hedge maintenance, litter picking, moss removal and shrubbery maintenance for communal areas is carried out to a high standard, and in line with required timescales.</li><li>• Progress works in relation to Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standard for Social Housing (EESH) in Scotland and keep robust audit trails.</li><li>• Any other reasonable duties related to cyclical works, planned maintenance and tenant safety.</li></ul>
Void repairs	<ul style="list-style-type: none"><li>• Assist the SMO in carrying out void inspections as per the void management policy, procedure and lettable standard.</li><li>• Issue void repairs lines in accordance with policies and procedures.</li></ul>



**→ JOB DESCRIPTION & PERSON SPECIFICATION**

	<ul style="list-style-type: none"><li>• Regularly monitor the progress of the contractors' works to ensure value for money is being achieved and repairs are carried out within the Co-operative's timescales targets.</li><li>• Ensure the systems are updated with void actions taken as well as outstanding actions keeping clear audit trails and working to ensure void loss is minimised.</li><li>• Assist the SMO in carrying out post inspections to ensure void properties are brought up to the lettable standard.</li><li>• Work closely with housing management colleagues to minimise void relet times and achieve the key performance indicators as set by the Board.</li><li>• Work with Maintenance colleagues to ensure continuous improvement in the delivery of the voids service.</li><li>• Any other reasonable duties related to void repairs</li></ul>
Budgetary Control	<ul style="list-style-type: none"><li>• Check and authorise maintenance invoices in accordance with the Co-operative's financial regulations policy and procedures, ensuring each is commensurate with the work carried out and the work of a high standard.</li><li>• Refer any works above the delegated authority of the AMO to the SMO for approval prior to instructing works to the contractor.</li><li>• Ensure invoices accurately reflect cost centres on SDM database.</li><li>• Advise the SMO at the earliest opportunity if budgets are likely to run over.</li><li>• Ensure value for money is achieved with maintenance budgets.</li><li>• Provide input into the setting of annual budget in relation to maintenance services.</li><li>• Any other reasonable duties related to budgetary control</li></ul>
General and Administration Tasks	<ul style="list-style-type: none"><li>• Assist in producing maintenance reports as and when required on performance against targets and budget monitoring.</li><li>• Contribute to the development and review of policies and procedures relating to the delivery of the maintenance function.</li><li>• Contribute to quarterly newsletters, asset management strategy and business plan.</li><li>• Attend the Annual General Meeting, public meetings and open days, as required.</li><li>• Maintain filing systems and carry out tasks within set timescales.</li><li>• Contribute to internal working groups as required.</li><li>• Promote equality and human rights and uphold the principles and values outlined in the equality and human rights policy.</li><li>• Ensure customers are fully aware of the complaints handling procedure.</li><li>• Be responsible for securing and protecting the Co-operative's information and maintain the utmost confidentiality of customers' details at all times.</li></ul>





## → JOB DESCRIPTION & PERSON SPECIFICATION

	<ul style="list-style-type: none"> <li>• Be responsible for the security of the office along with all other members of staff.</li> <li>• Participate in training and development, attend conferences, seminars and courses, etc. and maintain a level of knowledge and skills to complete your duties effectively and efficiently.</li> <li>• Contribute to the overall activities of the Co-operative and be an ambassador for it at all times.</li> <li>• Reception cover duties as required</li> <li>• Any other reasonable general and/or administration tasks as deemed appropriate by the SMO and/or the SMT.</li> </ul>
Review	<ul style="list-style-type: none"> <li>• This job description will be reviewed after the AMO's first year in post following which it will move to a three-year cycle. There will be consultation with the postholder prior to any review taking place.</li> </ul>
Other Important Information	<ul style="list-style-type: none"> <li>• Comply with all approved DHCL's policies, processes and procedures.</li> <li>• Carry out any other tasks or duties reasonably required/appropriate to this post.</li> <li>• All responsibilities will be commensurate with EVH grading guidelines at Appendix 1</li> </ul>

### Interdependencies

- Customers
- Senior Maintenance Officer and Director
- External agencies and Stakeholders
- Colleagues and Board Members
- Suppliers/Contractors

### Person Specification

Skills	Essential	Desirable
An effective team player who is capable of coping with changing circumstances and demands	X	
Experience of working in an organisation committed to excellent customer care and can respond to customer needs	X	
Can follow procedures, prioritises workload and able to work on own initiative	X	
Good attention to detail when working in a public and busy office environment	X	
Can effectively problem solve to overcome difficult situations	X	
Ability to see tasks through to completion	X	
Experience of working with a range of partners to achieve common goals	X	
Confident in dealing with queries and complaints from tenants, and other members of the public	X	



## → JOB DESCRIPTION & PERSON SPECIFICATION

Quick and enthusiastic learner and committed to continuous improvement	X	
Approachable with a positive attitude to team working and assisting colleagues	X	
Strong IT skills including accuracy in data entry and use of Microsoft Word and Excel to produce letters, report writing and extracting/interpreting data	X	
Educated to HNC level or equivalent or relevant experience		X
Experience of working within a social housing or public sector environment		X
Experience of working in a maintenance related role within a customer focused environment	X	
Experience of receiving and processing repairs	X	
Knowledge and application of Tenant Safety within RSL's	X	
Experience of SDM maintenance system or similar		x

### Appendix 1: EVH Grading Guidelines September 2023

#### Grade 6 (Points PA17 – PA20) -Assistant Officer

##### Typical Expected Characteristics:

- Semi-specialist posts for which previous training/experience will be needed over and above a general level of exposure to clerical and administrative work
- Staff will be expected to draw conclusions from data drawn from many sources, suggest action and follow up detailed queries. Such skills will be applied in a range of situations where functional experience and judgement have to be used in order to make operational decisions without the need to consult seniors
- Staff at this level will be expected to know how and where to obtain further information from a wide range of contacts in order to successfully resolve important operational queries
- Technical know how will be expected and the ability to make sense of incomplete data will be a common feature, as will be the need to maintain complex records upon which suggestions and operational assumptions may be based
- At Grade 6, staff will give advice and information that commits the function/organisation to (non-critical) actions
- Supervision of others may be expected
- Involvement in recruitment and ongoing development of less senior staff and staff in other disciplines will also arise

## → WHAT BENEFITS WE CAN OFFER YOU



**Drumchapel  
Housing**

Co-operative Limited

Drumchapel Housing Co-operative are full members of Employers in Voluntary Housing (EVH Ltd). The summary terms are for guidance and do not form part of the contract of employment.

<b>Salary/ Grade</b>	£34,745 - £37,984 (Pay Award Pending 1st April 2026) EVH Grade 6, Points PA17 - PA20
<b>Contract Duration</b>	Permanent
<b>Hours</b>	35 hours per week
<b>Place of Work</b>	Drumchapel Housing Co-operative 4 Kinclaven Avenue Drumchapel Glasgow G15 7SP
<b>Holiday Entitlement</b>	25 days per annum 15 public holidays
<b>Pension</b>	SHAPS Defined Contribution
<b>Notice Period</b>	4 weeks
<b>Salary Payment Date</b>	On or before the 1 <sup>st</sup> of each month
<b>Flexi-time</b>	Flexi-time system in operation
<b>Enhanced Annual Leave</b>	Enhance annual leave after 5 years
<b>Continued Personal Development</b>	Opportunities for personal and professional development

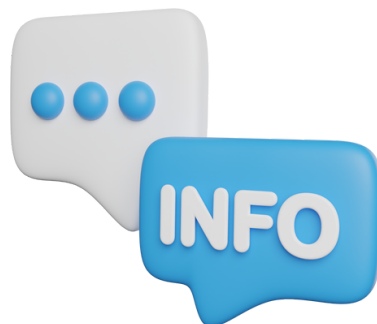


## → GUIDANCE NOTES FOR APPLICANTS

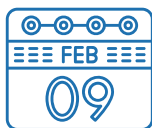
### Guidance Notes for Applicants on filling in the Drumchapel Housing Co-operative Ltd Employment Application Form

Please read these notes carefully – they are to help you make the best of your application.

- 1. The form should be completed in black text.
- 2. **Please do not send in your Curriculum Vitae (CV).**
- 3. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. Please note that referees will not be contacted prior to interview.
- 4. The enclosed Job Description and Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form and assess this against the Person Specification.
- 5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet, the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
- 6. If you are short listed for interview, the Selection Panel will wish to discuss the areas covered in the Person Specification in more detail. The Panel will also assess your commitment to and understanding of Diversity & Equal Opportunities.
- 7. If you are related to any members of staff, board members, consultants, contractors or suppliers to the organisation – this should be shown clearly on the relevant part of the form. This will not necessarily be detrimental to your application.



## → INFORMATION ABOUT THE PROCESS



### Closing Date

Please submit your completed application form by **Monday 9 February 2026 at 12 noon** to our recruitment partner EVH at the following email address, [\*\*Recruitment@evh.org.uk\*\*](mailto:Recruitment@evh.org.uk) otherwise, it could be discounted.



### Short listing

The shortlisting process will commence once the post has closed. All candidates will be contacted via email to advise of the outcome of their application.



### Interviews

Invites for interview will be issued to candidates by email with full details about the process on the day. Interviews will take place on **Tuesday 17 February 2026**.

### What You Need To Provide

You will only be required to provide proof of eligibility to work in the UK if you are shortlisted for the post and invited for an interview.



You will also be asked to provide original documentary evidence of any qualifications that you possess relevant to the post and as detailed on your completed application form.

In accordance with the Data Protection Act 2018, the information that you provide us with for the purposes of recruitment and selection shall be stored confidentially and disposed of confidentially after 6 months have elapsed.



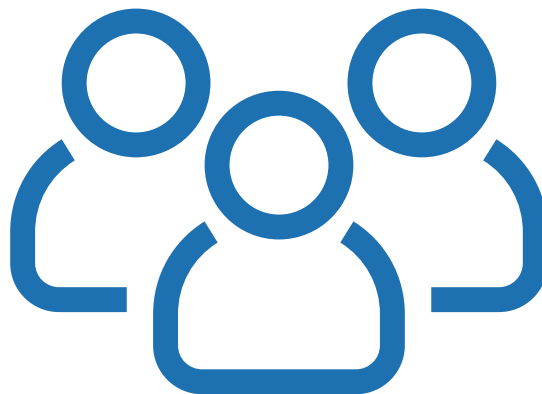
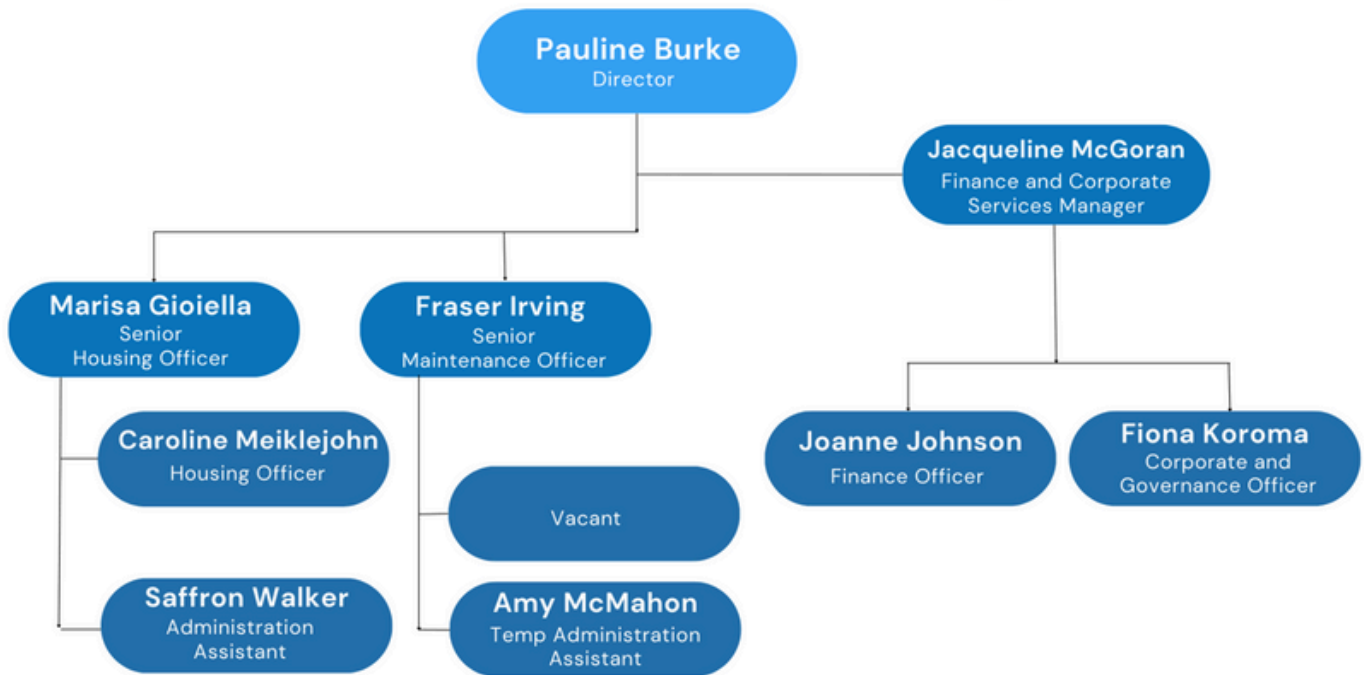
### General Enquiries

If you have any queries about the vacancy, please contact our recruitment partner EVH in the first instance,

E: [\*\*Recruitment@evh.org.uk\*\*](mailto:Recruitment@evh.org.uk)  
T: 0141 352 7435

# JOIN US

## → STAFF STRUCTURE





# Drumchapel Housing

Co-operative Limited

