

# Maintenance Officer Recruitment Pack



Lister Housing Co-operative Ltd  
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 <https://lister.coop/>

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## → INTRODUCTION



April 2026

Dear Applicant

### **Maintenance Officer**

Thank you for your interest in the above vacancy

I am pleased to enclose our recruitment pack which contains the following materials:

- Information about Lister Housing Co-operative
- Meet the team
- Job description & person specification
- Summary terms
- Key dates of the recruitment process
- General guidance on completing the application form

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 complete the application form provided. Please do not attach a C.V. or any other additional materials. Your application should be completed in MS Word format and e-mailed to: [Recruitment@evh.org.uk](mailto:Recruitment@evh.org.uk)

Please note that it is your responsibility to ensure we receive your application before the closing date of **Monday 18th May at 10.00am**. All applications will be acknowledged.

A panel interview will be conducted at the Lister Housing Co-operative Office on either Thursday 28th or Friday 29th May 2026.

A disclosure check will be required of the preferred candidate and the cost met by Lister Housing Co-operative.

I look forward to hearing from you!

A handwritten signature in cursive script that reads "John Rankin".

John Rankin  
Chief Executive Officer



## → ABOUT LISTER HOUSING CO-OPERATIVE



Lister is Scotland's first housing co-operative registered for funding and support following the 1974 Housing Act. We're proud of our track record and history. We may be small in size but we aim to be big on community and service.

We are a 'not-for-profit' social enterprise that provides good quality social rented housing for those in housing need. Our voluntary Management Committee (all tenants) sets high standards for our service. We are also highly regulated, as are other housing associations, co-operatives and local authority housing providers. Find out more by visiting **Who regulates us?**

We are proud members of the **SFHA** along with other members of the voluntary housing movement in Scotland. We work hard to uphold their shared values. We are also members of **Employers in Voluntary Housing (EVH)**, which does an excellent job for their members on employment, health & safety and other matters.



### Vision and Values

Lister has a strong ethos on key values for itself, its Committee, and staff.

- **Fairness** – treating everyone fairly and without prejudice.  
.....
- **Equality** – being open and accessible for people from all backgrounds and circumstances.  
.....
- **Honesty** – being clear and avoiding untruths or false promises.  
.....
- **Integrity and Trust** – following through on any commitments and undertakings.  
.....

Lister's vision is providing good quality homes for people in need in Central Edinburgh, building the community and enhancing the environment. We wish our residents to live safely and happily in our housing and to lead fulfilling lives, contributing in different ways to life in central Edinburgh.

We are also proud of caring for our wonderful historic housing and seek to preserve and enhance its heritage. We collaborate closely with the City of Edinburgh planners, Edinburgh World Heritage Trust, Historic Environment Scotland, Changeworks and other local amenity and community organisations.

We are very proud to be a social enterprise – providing services for the good of our members and the wider community. We are a member of **Edinburgh Social Enterprise** and are a fully accredited member of **Living Wage Scotland**.



# OUR TEAM

Lister Housing Co-operative employs staff to provide the housing service and run the office based in the heart of our community. They are responsible, through the CEO, to the Management Committee.

The Lister Staff Team– John, Robert, Elaine  
(we are currently recruiting to fill two posts)

Our staff work hard to provide a good service to tenants and other customers.

<b>Chief Executive Officer (CEO)</b>	<b>John Rankin</b>
<b>Housing Officer</b>	<b>Robert Foggo</b>
<b>Office Assistant</b>	<b>Elaine Coutts</b>
<b>Maintenance Officer</b>	<b>Vacancy</b>
<b>Housing Assistant</b>	<b>Vacancy</b>



## → JOB DESCRIPTION



LISTER HOUSING CO-OPERATIVE LTD

### **JOB DESCRIPTION - MAINTENANCE OFFICER**

Reporting to the CEO, the Maintenance Officer will help deliver an effective, efficient and responsive maintenance service to the Co-operative's tenants.

The postholder will support the day-to-day delivery of reactive repairs, void repairs, cyclical and planned maintenance, contractor monitoring, compliance activity and tenant communication, ensuring that services are provided to a high standard, within approved budgets and in line with the Co-operative's policies and legal duties

In addition, the post holder will deputise for the CEO/Housing Officer (as necessary) during holiday, sick leave or other short-term absence and will provide general office cover, also where necessary.

### **MAINTENANCE OFFICER - PRINCIPAL RESPONSIBILITIES OF THE POST**

#### *1. REACTIVE REPAIRS AND DAY TO DAY MAINTENANCE*

- 1.1 Assist in providing a high-quality reactive repairs service including raising works orders, carrying out inspections, diagnosing repairs and recording follow-up action where required.
- 1.2 Ensure repairs are properly recorded and monitored in line with response targets, priorities and procedures.
- 1.3 Monitor the performance and quality of contractor-delivered repairs and ensure that poor workmanship, delays or access issues are followed up promptly.
- 1.4 Check maintenance invoices, completed works and supporting paperwork in accordance with the Association's procedures.
- 1.5 Administer rechargeable repairs, tenants' alterations and medical adaptation referrals in line with policy and agreed procedures.

#### *2. VOIDS MANAGEMENT*

- 2.1 Working with the Housing Officer, inspect void properties and identify repairs and other works required to meet the Co-operative's void standard and re-let timescales.
- 2.2 Monitor void works from specification through to completion and liaise with contractors and internal colleagues to minimise void loss.
- 2.3 Carry out post-inspections and ensure completed void works meet the required standard before re-let.

#### *3. PLANNED AND CYCLICAL MAINTENANCE*

- 3.1 Manage the delivery of planned and cyclical maintenance programmes from pre-start to completion, including site visits, inspections and quality checks.
- 3.2 Prepare programmes, specifications, quotations, tender information and contract administration as required.
- 3.3 Maintain stock condition information and contribute to longer-term investment planning and service contract records.

*4. HEALTH AND SAFETY/ COMPLIANCE*

- 4.1 Support the Co-operative to meet its legal and regulatory duties relating to tenant and resident safety and wider landlord compliance.
- 4.2 Maintain accurate records for gas safety, electrical safety, asbestos, fire safety, water hygiene, legionella, damp and mould and any other relevant compliance areas.
- 4.3 Carry out inspections and surveys both on a one off and scheduled basis using appropriate access equipment for such access. This should be done in line with health and safety requirements.
- 4.4 Ensure contractors operate in line with health and safety legislation, risk assessments, method statements and safe systems of work.
- 4.5 Report defects, risks, incidents or compliance failures promptly and ensure that appropriate follow-up action is taken.

*5. SERVICE TO TENANTS AND COMMUNICATION*

- 5.1 Provide clear, timely and professional communication to tenants and residents about repairs, appointments, delays and outcomes.
- 5.2 Respond to enquiries and complaints in a courteous and helpful manner and contribute to service improvements arising from feedback and complaint trends.
- 5.3 Assist with preparing information such as notices, letters or service updates where required.

*6. PERFORMANCE INFORMATION AND ADMINISTRATION*

- 6.1 Maintain accurate maintenance records using the Co-operative's software systems.
- 6.2 Produce statistics, reports and performance information for internal and external use.
- 6.3 Contribute to budget monitoring by providing accurate information on commitments, completed works and contractor performance

*7. OFFICE - RECEPTION, ADVICE AND ASSISTANCE*

- 7.1 Answer the telephone, deal with enquiries, and associated tasks. Provide advice and assistance to tenants, and others about the maintenance service at Lister. Dealing with other correspondence and matters such as insurance claims, requests for information, etc.
- 7.2 Operate the Co-operative's office alarm system and assist in maintaining the security of the premises. Hold keys to the premises and to the safe secure at all times. Alongside the Housing Officer, deputise as alarm first-responder in the CEO's absence (potential evening work).
- 7.3 Maintain the confidentiality of all information received. Keep all security codes and such information confidential. Input information onto housing management and computer systems and update such information as necessary.
- 7.4 Assist in the preparation of all statistical and summary information including information for Committee and returns to regulatory bodies. Assist in the liaison with all relevant bodies

## → JOB DESCRIPTION



carrying out checking, regulatory or statutory functions, including SHR, internal auditors, external auditors, etc.

### 8. OTHER/ GENERAL

- 8.1 Attendance at Management Committee meetings and preparing maintenance/ budget reports and other reports as necessary (evening work). Attendance at the Annual General meeting (evening work). Attendance at Sub Committee meetings as required (sometimes evening work). Assist in organising events at Lister where appropriate.
  - 8.2 Alongside the Housing Officer, deputise for the CEO during periods of short term absence, carrying out relevant tasks where appropriate. Liaise with CEO and Housing Officer over leave arrangements.
  - 8.3 Due to our small size and close proximity of all our stock, assist with the delivery of mail to tenants, supporting the Finance and Housing Services Assistant in this task as necessary, thereby also supporting positive tenant contact, and estate/ stair inspections.
  - 8.4 Due to the small size of the staff team, there is a hands-on approach to matters that arise. Flexibility and dedication are encouraged to tackle the range of issues that may occur.
  - 8.5 Attendance at appropriate training seminars and other events. Promote good internal communication. Attend staff meetings. Promote health and safety practices, and compliance with agreed tasks.
  - 8.6 Complete a declaration form annually in respect of good governance and declaration of interest matters.
  - 8.7 Be the depute senior person responsible for relevant areas of Health & Safety at the Co-operative and assist in fulfilling the health and safety functions of the Co-operative.
  - 8.8 Uphold the Co-operative's values and policies, including equality, confidentiality, data protection and health and safety requirements.
  - 8.9 Any other appropriate task or duties commensurate with the grade/ purpose of the post which may from time to time be decided by the CEO.
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## → PERSON SPECIFICATION



<b>Education &amp; Qualifications</b>	<b>E</b>	<b>D</b>
Relevant qualification in a property maintenance related discipline, or equivalent relevant experience.	✓	
Knowledge of property repairs and maintenance within a social housing setting.	✓	
Working knowledge of relevant building, health and safety and landlord compliance requirements	✓	
Knowledge of contractor monitoring, inspection processes and service standards.	✓	
Knowledge of Scottish housing association practice or regulatory requirements.	✓	
Knowledge of requirements in relation to world heritage site/ listed buildings maintenance and repairs		✓

<b>Experience</b>		
Experience of working in a repairs and maintenance environment.	✓	
Experience of carrying out property inspections and monitoring repair works	✓	
Experience of working with contractors and checking quality, timescales and value for money.	✓	
Experience of reactive repairs and void management	✓	
Experience of planned or cyclical maintenance programmes, stock condition work or service contracts.		✓
Experience of using housing or maintenance management systems.		✓

<b>Skills and Abilities</b>		
Good communication skills, both written and verbal, with the ability to deal effectively with residents, contractors and colleagues.	✓	
Ability to organise workload, prioritise tasks and meet deadlines while dealing with competing demands.	✓	
Ability to work accurately with records, reports and performance information.	✓	
Ability to work on own initiative and as part of a team.	✓	
Competent IT skills including Microsoft Office and database or housing systems.	✓	
Ability to present information clearly and contribute to service improvements.	✓	

<b>Personal Qualities and Other Requirements</b>		
Commitment to high standards of customer care and continuous improvement.	✓	
Committed, flexible and adaptable approach to work requirements and prepared to attend meetings or training beyond normal hours where required	✓	
Commitment to equality, confidentiality and health and safety in all aspects of work.	✓	
Pleasant personality and a confident manner	✓	

## → SUMMARY TERMS



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

<b>Salary</b>	EVH Grade 7, £42,707 - £46,895 per annum (pro rata) Work outwith normal working hours shall be compensated for by time-off-in-lieu.
<b>Contract Duration</b>	Fixed Term for 2 years
<b>Hours</b>	28 hours per week. We are keen to discuss a suitable working pattern.  Attendance at evening Management Committee meetings. Annual General Meetings required and occasional evening work in connection with housing management & maintenance.
<b>Place of Work</b>	36 Lauriston Place, Edinburgh, EH3 9EZ
<b>Holiday Entitlement</b>	25 days & 15 public holidays leave (pro rata)
<b>Sickness Entitlement</b>	Occupational sick pay rising to 26 weeks full pay and 26 weeks half pay based on length of service.
<b>Pension</b>	Defined Contribution pension scheme Employer Contribution - 10% Employee Contribution - Varied according to your preference
<b>Notice Period</b>	4 weeks
<b>Salary Payment Date</b>	21 <sup>st</sup> of each month, or nearest day before in eeh event that this a weekend or public holiday.
<b>Professional Fees</b>	One set of relevant professional fees paid annually as per the T&C's.
<b>Travel Arrangements</b>	The flats owned by the Co-operative are all within walking distance of the Lister office. It is not expected that the successful candidate will need a driving licence nor have the use of a car to carry out the work of the post.

## → KEY DATES



To keep you informed about the recruitment process, please see below an outline of the key dates.



**CLOSING DATE/ TIME**

**18th MAY 2026  
AT 10.00AM**



**SHORTLISTING**

**20th MAY 2026**



**ALL CANDIATES CONTACTED  
TO ADVISE OUTCOME OF  
APPLICATION**

**21st MAY 2026**



**INTERVIEWS**

**EITHER 28th OR 29th MAY 2026**



**INTERVIEW OUTCOME**

**SHORTLY AFTER  
INTERVIEWS TAKE PLACE**

## → HOW TO APPLY



If you want to be part of the Lister team and feel that you meet the criteria, please complete the application form on the EVH [website](#).

Please note, the shortlisting will be based on the answers you provide along with the person specification to decide if you meet the criteria for the role, so please answer questions as fully and accurately as you can.

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### Equal Opportunities

Lister Housing Co-operative is an **equal opportunities** employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

If you consider yourself to have a disability, please detail on your application form, any reasonable adjustments that we can make for you as part of the recruitment process.



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### Your application

Please submit your completed application form by **Monday 18<sup>th</sup> May 2026 at 10.00am** to [Recruitment@evh.org.uk](mailto:Recruitment@evh.org.uk). Applications received after this time, will not be considered.

***All relevant information should be included in the application form and please do not include a CV as this will not be considered during the shortlisting process.***

We look forward to hearing from you!

*Good!  
Luck!*



