

BACKGROUND INFORMATION PROJECT ASSISTANT

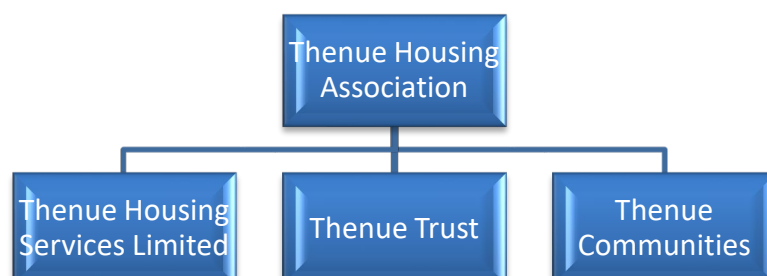
Our Story

Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base of 3,000 properties; we own 21 supported housing properties, have around 45 sharing owners and offer a factoring service to over 800 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s 'interwar' flats. They are spread across several locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

All our staff are based in the registered office at 423 London Road. We have two Community Centres (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ over 75 members of staff and have Group turnover of over £20.3 million.

Thenue Housing operates a group structure:

- **Thenue Housing Association Limited:** owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.
- **Thenue Housing Services Limited:** a wholly owned subsidiary company through which non-charitable consultancy work other housing related activities are channelled.
- **Thenue Trust:** aims to attract charitable resources for the communities where we work.
- **Thenue Communities:** a charitable subsidiary company that manages our local community centres providing facilities for learning, training, play or social events.



BACKGROUND TO PROJECT ASSISTANT

PROJECT ASSISTANT TEAM, PROPERTY SERVICES DEPARTMENT

We are seeking an experienced and highly motivated individual to join our Property Services Team. Our Property Services Team is responsible for managing an effective asset management service for Thenue Housing Association Ltd.

The Project Assistant role is a permanent. The post is based within the Property Service Team currently consisting of 5 Project Officers, 2 Project Assistant (part-time) and 2 Property Service Managers.

The post is 28 - 35 hours per week, by negotiation, worked over a minimum of 4 days per week. We currently operate a Hybrid and Flexible First Working Policy, working in our office in London Road and working from home each Friday.

The role of Project Assistant has a responsibility to provide administrative support to the Property Services Team which is responsive to the needs of the Association's staff, Board and customers. You will be responsible to the Property Services Managers who along with other members of the Property Services team will provide support during the period of training and when carrying out the role.

You will work with other members of the Property Services team to ensure delivery of a first-class service. Experience in providing front-line services to customers and a housing management background would be advantageous but not essential as full training will be given.

As a member of our team, you will embrace our organisation's culture and values, ensuring they are visible, embedded, and upheld. We aim to be the best we can be.

SALARY AND CONDITIONS

Thenue Housing Association Ltd offers an attractive employee benefits package in accordance with EVH terms and conditions including:

Salary

The pay band range for the Project Assistant is EVH Grade 6, PA 17 – PA 20 (£34,745 - £37,984) per annum (pro-rata if less than 35 hours per week).

Duration

The Project Assistant post is being offered as a permanent contract, flexible for 28 to 35 hours per week worked over a minimum of 4 days, by negotiation. An initial 6 months' probation period will be applied to the post.

Checks

A Disclosure Scotland check is required for this post. A full, current driving licence is desirable but not essential therefore a DVLA check may be required.

Holidays

Annual leave entitlement is 25 days plus 15 public holidays per annum (pro rata), in line with our EVH Statement of Terms and Conditions of Employment. There are an additional 4 days leave through our Hybrid and Flexible First Policy.

Work/Life Balance

Thenue promotes a work/life balance in relation to working hours. Our standard working week is 35 hours Monday to Friday. We operate a hybrid model of working where some days can be worked from home, others in the office, dependent on the needs of our business and in accordance with our Team Charters. We also operate a Flexible First approach which allows some degree of flexibility in terms of working hours.

Pensions Scheme

Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS). Life cover is paid by the association in addition to the main pension contribution. Automatic enrolment into the pension scheme we provide is necessary, however, you may opt out if you wish. If you do, we are required to enrol you again every three years. Additional voluntary contributions can be made and a salary sacrifice/exchange scheme operates.

Westfield Healthcare

Thenue has recently introduced provision of healthcare, however you may opt out if you wish.

Payment of Professional Fees

The Association will re-imburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.

Prescribed Spectacles

Thenue will contribute £110.59 as of 1 April 2026 towards the cost of prescribed spectacles.

Cycle to Work

Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

THE RECRUITMENT PROCESS

Thank you for taking an interest in Thenue Housing. We hope that a combination of this introduction and the various attachments should help you to learn more about us, the post open for recruitment and encourage you to take the next step!

The information that you supply in your application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration. CVs will not be considered.

The enclosed person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will not make any assumptions about the nature of your experience, skills and knowledge. It is therefore important that you provide detail of your skills and abilities within the application form.

You should consider the relevance of the information supplied in your application form, with that contained in the person specification and job description. Stating that you meet the criteria in the

person specification alone does not demonstrate this to the interview panel. You should provide examples and evidence demonstrating your skills and experience.

If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification as well as your commitment to the values of Thenue.

When submitting your completed application form, please email to recruitment@thenuehousing.co.uk. Please include the job title in your subject line.

Identification, work eligibility, proof of qualifications, Disclosure Scotland and references will be requested only if you are offered the position. The offer will be subject to satisfactory checks. Please do not include copies of your qualifications or references with your initial application.

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

Please note if you are not asked to interview, we are unable to provide feedback to those candidates that have not been invited to interview.

Complete your Equalities Data Collection Form – [click to view](#)

Thenue Housing Association is an equal opportunities employer and is committed to diversity in employment. If you are interested in the post and wish an informal discussion with us then you may contact Karen Finlayson on 0142 550 9543 or email karen.finlayson@thenuehousing.co.uk. Or John Watson on 0141 550 9507 or email john.watson@thenuehousing.co.uk.

Please note that the closing date for receipt of your application is at midnight on Sunday 23 November 2025. Interviews will be held Wednesday 10 December 2025 or Thursday 11 December 2025, in Thenue's office at 423 London Road.

Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.



JOB DESCRIPTION

JOB TITLE:	Project Assistant
DEPARTMENT:	Property Services
GRADE:	EVH Grade 6 PA17 – PA20 (£34,745 - £37,984)
HOURS:	28-35 hours per week (by negotiation), worked over a minimum of 4 days
RESPONSIBLE TO:	Property Services Managers
STAFF RESPONSIBILITY:	N/A

JOB OUTLINE

1. To provide administrative support to the Property Services Team
2. To maintain good records for Property Services disciplines within Compliance\Planned\Cyclical Works
3. To provide monthly compliance reports to the Property Services Manager
4. To maintain good records for Medical Adaptation referrals
5. To maintain good records for EPC Certificates
6. To be the first point of contact for tenant queries in relation to both major repair and various cyclical maintenance programmes

RESPONSIBILITIES AND TASKS

1. ADMINISTRATIVE SUPPORT

- 1.1. To carry out routine administrative tasks in support of the Property Services Team
- 1.2. To create and maintain up-to-date project files on computer and in paper format
- 1.3. Preparing and issue standard letters to tenants and owners affected by proposed projects
- 1.4. To be the first point of contact for enquiries from tenants, owners and contractors and, where it is possible deal with non-technical issues
- 1.5. To contribute to the preparation, printing, collation and issue of tender documents
- 1.6. To assist with the preparation and issue of documentation to tenants\partners\owners
- 1.7. To assist with the carrying out, collation and analysis of post-completion customer satisfaction surveys
- 1.8. To ensure Prime Documents files are kept up to date
- 1.9. Update Compliance\Planned\Cyclical maintenance works on the Housing Management System or other systems

2. COMPLIANCE\PLANNED\CYCLICAL DISCIPLINES

- 2.1. To maintain full and up-to-date records on the Housing Management System
- 2.2. To receive telephone calls from tenants and re-arrange appointments and liaise with the contractor on the revised arrangements
- 2.3. To monitor progress against programming on a weekly basis and chase up any missing information
- 2.4. Preparing and issue standard no-access letters to tenants\partners\owners failing to keep appointments
- 2.5. To provide updates as required to the Property Services Manager
- 2.6. To provide statistical information for Board reports
- 2.7. To liaise with the Project Officer (H&S and Compliance\Cyclical\Major) to ensure documentation of compliance is up to date and certification recorded and distributed to the relevant partners.
- 2.8. To administer the uploading and recording compliance information for:
- 2.9. Fire Risk Assessments, Fire Alarms, Firefighting Equipment, Emergency Lighting, Legionella, Lifts\Bath Hoists\Tracks, HMO Licenses, Specialist Equipment\Asbestos\Medical Adaptations etc.

3. GENERAL

- 3.1. To plan own workload to ensure effective prioritising of the varied tasks and ensure responsibilities are met
- 3.2. To contribute to ensuring a comfortable and safe working environment
- 3.3. To undertake any training required to ensure optimum contribution to the activities of the Association
- 3.4. Any other duties which may from time to time be required in line with the needs and objectives of the Association's business

John Watson
Property Services Manager (Assets)
October 2025

**PERSON SPECIFICATION
PROJECT ASSISTANT**

		Essential	Desirable
Education	HND\Equivalent qualification or experience in Asset Management discipline.	✓	
Knowledge and Experience	Experience in the social housing field.	✓	
	Experience of housing management/property maintenance procedures.	✓	
	Good computer skills and experience of MS Word and Excel.	✓	
	Experience of providing administration services to a team.	✓	
	Experience of dealing with individual tenants/occupiers.	✓	
	Experience of Homemaster or other Property Management system		✓
	Experience in contractor programming.		✓
	Knowledge of landlord compliance requirements.		✓
Personal Attributes	Good interpersonal, organisational and analytical skills.	✓	
	Good oral and written communication skills.	✓	
	Ability to work effectively in a Team.	✓	
	Excellent record keeping skills.	✓	
Other	Able to work out with office hours if required.	✓	
	Able to manage and prioritise a diverse workload.	✓	
	Able to manage tight and occasionally conflicting deadlines.	✓	
	Able to work out with office hours if required.	✓	
	Able to manage and prioritise a diverse workload.	✓	
	Valid driving licence		✓

THENUE HOUSING ASSOCIATION LTD

Employee Privacy Notice

Thenue Housing Association Ltd is a Scottish Charity (Scottish Charity Number SC032782), a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S)) and having our Registered Office at 423 London Road, Glasgow, G40 1AG. We take the issue of security and data protection very seriously including compliance with the UK General Data Protection Regulation (UK GDPR), the UK Data Protection Act 2018, the Data (Use and Access) Act 2024 and the Privacy and Electronic Communications Regulations, together with any domestic laws subsequently enacted.

As an employer, Thenue Housing Association Ltd is a data controller and collects and processes personal data and special category personal data relating its employees to manage the employment relationship it has with you as an employee and after you cease being an employee. We want to be transparent about how we collect and use your data and to meet our data protection obligations.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

We are notified as a Data Controller with the Office of the Information Commission under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Co-ordinator is the People and Culture Manager, any questions relating to this notice, and our privacy practices, should be raised with them.

Our Data Protection Officer is RGDP LLP who can be contacted at info@rgdp.co.uk.

What personal information we collect and why is it processed?

We collect and process a range of information containing personal data about you. The table below details the personal data collected, the purpose for this and the legal basis for processing:

Personal Information	Purpose	Our legal basis
Basic personal information and contact details including: • Name • Address • date of birth • telephone number • emergency contact details	To maintain accurate employee records and contact details. To be able to contact someone in the event of an emergency.	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation .

Personal Information	Purpose	Our legal basis
	To allow contract, HR and business administration and defence against potential legal claims.	Necessary for our legitimate interests .
Recruitment records including: - CVs, interview notes and assessments - proof of right to work in UK (such as passports and visas) - evidence of education and qualifications - References - Employment Contract - Induction records	To make a decision about your suitability for the role you applied for. To comply with legislative and regulatory requirements To allow contract, HR and business administration and defence against potential legal claims.	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation . Necessary for our legitimate interests .
Payroll Information including: - pay and benefits entitlements - bank details - national insurance number	To pay employees and make appropriate tax payments and keep appropriate records. To allow HR and payroll and benefit administration and defence against potential legal claims.	Necessary for the performance of a contract with you Necessary for compliance with a legal obligation
Work schedule and Leave including: - days of work - working hours - attendance - leave taken - leave requests - leave authorisation	To pay employees correctly To comply with legal requirements regarding working time To allow resource planning To manage statutory and non-statutory holiday and leave.	Necessary for the performance of a contract Necessary for compliance with a legal obligation . Necessary for our legitimate interests
Pension records including: - name - marital status - address	To make appropriate pension payments.	Necessary for the performance of a contract

Personal Information	Purpose	Our legal basis
• DOB • Salary • Pension age • Beneficiaries	To comply with Legislative and regulatory requirements To allow pension administration and defence against potential legal claims. To allow auditing and reporting of Pension schemes	Necessary for compliance with a legal obligation Necessary for our legitimate interests
Performance records including: • appraisal documents • probation and performance reviews • performance improvement plans • records of capability meetings and related correspondence/ warnings	To maintain a record of the operation of performance improvement processes. To allow HR administration and defence against potential legal claims.	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests
Disciplinary and grievance records including: • records of investigations • witness statements • notes of disciplinary or grievance meetings • correspondence with employees • relevant warnings	To maintain a record of the operation of disciplinary and grievance procedures and their outcome. To allow HR administration and defence against potential legal claims.	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests
Absence records including: • details of absence taken • reasons for absences • records of absence management discussions such as Return to Work Interviews • correspondence with employees	To maintain records of the implementation of absence procedures To ensure that employees receive statutory and contractual sick pay or other pay entitlements and benefits	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests

Personal Information	Purpose	Our legal basis
	To meet health and safety obligations and comply with the requirement to make reasonable adjustments To allow HR administration and defence against potential legal claims.	
CCTV Images	To maintain security of office premises To provide a safe working environment for employees To comply with legislative and regulatory requirements	Necessary for compliance with a legal obligation Necessary for our legitimate interests
Information about Employee use of business equipment including: • access to computers • desk telephones • mobile phones • software and applications • Internet usage • Emails • Social media	To maintain the operation, security and integrity of business communications systems To provide IT and communications systems support To preventing excessive personal use	Necessary for compliance with a legal obligation Necessary for our legitimate interests
Photos and Videos	To promote the business of Thenuue Housing Association Ltd	Necessary for our legitimate interests

Special category personal information	Purpose for processing	Our legal basis for processing	Special category legal basis
Family leave including maternity, paternity, adoption and shared parental leave, parental	To maintain a record of leave	Necessary for the performance of a contract	Necessary for the purposes of carrying out the obligations and

leave and time off for dependents (which could include information about Employee health and sexual orientation).	To ensure that employees receive statutory and contractual pay entitlements	Necessary for compliance with a legal obligation Necessary for our legitimate interests	exercising specific rights of the controller or of the data subject in the field of employment.
Occupational Health records including: • medical records • health monitoring information • referrals for treatment such as counselling • reports and correspondence with external practitioners or GP's.	To assess suitability for work To meet Health & Safety obligations To comply with the requirements to provide reasonable adjustments	Necessary for compliance with a legal obligation. Necessary for our legitimate interests	Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment. Necessary for the purposes of preventative medicine or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health care systems.
Criminal convictions checks	To assess your suitability to work with us.	Necessary for compliance with a legal obligation.	Necessary for the purposes of carrying out the

		Necessary for our legitimate interests	obligations and exercising specific rights of the controller or of the data subject in the field of employment.
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We will collect this information in a variety of ways including directly from you, and from third parties as outlined below:

- Recruitment Agencies
- Former employers or other referees
- Occupational Health providers
- Banks
- Department of Work and Pensions
- Trade Unions
- Disclosure Scotland
- Professional bodies
- Training bodies
- Debt agencies
- Line managers and colleagues

Who do we share your information with?

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to you;
- If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.

We may share your data to the extent that we are required to do so by law for the below purposes:

- to complete a regulatory return in relation to the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory bodies involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling

We may share your data with third parties, including third party service providers that process data on our behalf, in connection with payroll; the provision of employee benefits; the provision of occupational health services and IT services.

In relation to our third-party service providers, we have in place a written contract which only permits them to process your data for specified purposes and in accordance with our instructions. All their employees must be subject to a duty of confidentiality. The contract also requires third party service providers to take appropriate security measures in relation to your personal data which are in line with our policies. They are also not allowed to use your personal data for their own purposes.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV and audio recordings)
- Where there is a recognised legitimate interest, as defined under the Data (Use and Access) Act 2025 and by the relevant Secretary of State
- vital interests
- the performance of a task carried out in the public interest and/or with official authority
- legal obligation

How do we secure your personal data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

In addition, we limit the access that individuals have to your personal data to those who have a business need to know.

Your information will only be stored within the UK and EEA (European Economic Area).

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

How long will we keep your personal data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.

Your Rights

You have several rights in relation to your personal data. These are listed below. A fee will not generally be charged for exercising any of these rights unless your requests are manifestly excessive.

- the right to be informed: covered by this privacy notice
- the right to access: to request a copy of your personal information and to check that we are holding and using it in accordance with legal requirements
- the right to rectification: correction of any incomplete or inaccurate personal information that we hold and use about you, there may be instances where it is not appropriate to rectify information, for example, if something was done incorrectly but identified and the correct cause of action taken, the record would show the full picture so would be accurate
- the right to object to processing: you can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party), including the right to object to direct marketing
- rights in relation to automated decision making and profiling
- the right to be forgotten: to request deletion of your personal information where there is no good reason for us continuing to hold and use it if there is a legal obligation to keep the information then this does not apply, for example, where there is a contractual obligation to keep the information
- the right to data portability: to request the transfer of your personal information to another organisation, where you have provided the information to us electronically
- the rights to restrict processing: to temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it, this is not an absolute right and only applies in certain circumstances, for example, where the processing is unlawful or we no longer need the data for the purpose of the processing

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Data protection Co-ordinator.

You should note that not all rights under the UK GDPR and Data Protection Act 2018 are absolute and are subject to qualification.

Queries and Complaints

If you are not satisfied with our handling of your request or have any other data protection related issue, in the first instance, you have the right to contact us with your complaint so that we can investigate, any complaints should be marked 'GDPR Complaint' and should be sent to the DPC.

If you still remain unsatisfied after your complain has been processed by us, you can complain to the Information Commission. Contact details are available at <https://ico.org.uk/make-a-complaint/>

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

What if you do not provide personal data?

You have some obligations under your employment contract to provide us with information. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith which you have as an employee. You may also have to provide us with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the information to us may mean that you are unable to exercise these statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable us to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Changes to this Privacy Notice

Thenue Housing Association reserves the right to update this privacy notice at any time and will provide you with a new notice when making any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.