

BACKGROUND INFORMATION ESTATES AND ENVIRONMENTAL OFFICER

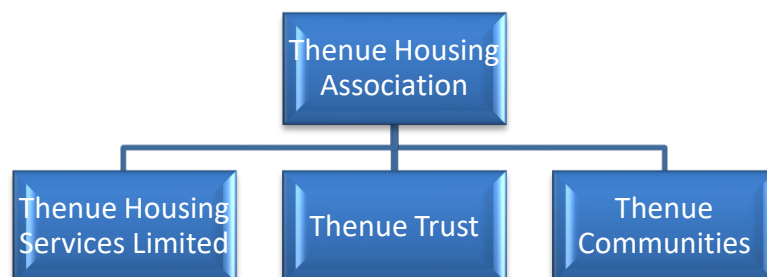
Our Story

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 ESTATES AND ENVIRONMENTAL OFFICER

REPAIRS DEPARTMENT

We are seeking a highly skilled, enthusiastic and motivated individual who will oversee our estates and environmental and landscaping contract.

The Estates and Environmental Officer role is a permanent, full-time post. The post is based within the Repairs Team.

The post is 35 hours per week Monday to Friday. We currently operate a Hybrid and Flexible First Working Policy.

Ideally, you will have some experience in estate and contract management, although this is not essential and training will be given. It is essential that you work well as part of a team and be prepared to go the extra mile for our customers.

Educated to a higher standard is required and a relevant professional qualification is desirable.

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 Estates and Environmental Officer is EVH Grade 7, PA22 – PA25 (£42,707- £46,895) per annum.

Duration

The Estates and Environmental post is being offered as a permanent contract for 35 hours per week. An initial probation period will be applied to the post.

Checks

A basic Disclosure Scotland and/or DVLA licence check is required for this post.

Holidays

Annual leave entitlement is 25 days plus 15 public holidays per annum, 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 £120.88 as of 01 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.

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

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

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.

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.

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.

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 Sharon Craig-McLeary, Repairs Manager on 0141 550 9519.

Please note that the closing date for receipt of your application is at 9am on Monday 27th July 2026. Interviews will be held on Monday 13th August 2026, 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.



THENUE HOUSING ASSOCIATION LTD

JOB DESCRIPTION

JOB TITLE: Estates and Environmental Officer
GRADE: EVH, Grade 7 PA22 – PA25
REPORTING TO: Repairs Manager/Senior Repairs Officer
RESPONSIBLE FOR: No Direct Reports

JOB OUTLINE

- To deliver a pro-active, customer-focused estate & environmental resource working alongside various teams within Thenue Housing and also with external partners
- To have a particular focus on ensuring that all communal areas/back courts and other external spaces on estates are maintained to a high standard, strengthening Thenue's commitment to have safe areas to be proud to live and work in.
- To oversee the estates and environmental contract and also the landscaping contract.

RESPONSIBILITIES AND TASKS

The points below are a summary of your main duties and responsibilities:

- Regularly inspect estates/back courts in addition to the inspections carried out by the Housing Officers and take appropriate action to maintain a high standard of environmental cleanliness
- Liaise with colleagues, local Council and other relevant partners and agencies to help resolve environmental or health and safety issues on the estate, included but not limited to pest control, dog fouling, hoarding, fly-tipping, issues surrounding keys/locks
- Report any potential breaches of tenancy or issues in relation to private properties to housing services and Factoring Teams and attend visits, as may be needed, to address areas of concern with our tenants and owners
- Under-take general landscaping checks whilst on the estates, and liaise with the contractor/Thenue Clerk of Works
- Oversee the contract progress meetings alongside Clerk of Works, for the Estate & Environmental contract and the landscaping contract
- Main point of contact for complaints arising from the estates and environmental/landscaping contracts
- Attend Owners Forum meetings, as and when required to provide updates and context
- Attend walkabouts of our estates (as required) with appropriate people – property services officer, housing officer, grounds maintenance contractor, Area Association member, Glasgow City Council representative etc

- Report any outstanding repairs in respect of Thenue properties and assets, working with our Repair Team colleagues, raising, in line with agreed limits and scopes any appropriate repair lines
- Assist with the management of the landscaping, estates and environmental budgets, providing updates to the repairs manager and senior repairs officer as needed.
- Liaise with relevant manager(s) for excess works, arranging quotes to deal with any estate & environmental management issues, recharging tenants/owners as appropriate
- Attend Health and Safety Committee meetings to provide updates and context as and when required
- Highlight and attend any relevant training courses, pertinent to the role
- Regularly monitor and evaluate all aspects of the estate management service/landscaping service including customer satisfaction with our services and the physical environment
- Your duties may vary from time to time within the broad remit of your role. You are required to undertake other reasonable duties as needed.

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**PERSON SPECIFICATION
ESTATES AND ENVIRONMENTAL OFFICER**

		Essential	Desirable
Education	Good general education (Highers or equivalent)	✓	
	Possess or working towards a Housing Qualification/Degree or similar		✓
Knowledge and Experience	Experience of delivering services to a high standard, meeting both customer and organisational needs	✓	
	Experience of partnership working with external agencies and partners	✓	
	Demonstrate collaborative working with internal customers	✓	
	Ability to use own initiative and work independently	✓	
	Experience of prioritising diverse and conflicting workloads and developing and delivering suitable programmes of work within set timescales	✓	
	Experience of implementing and maintaining effective procedures and systems which have contributed to meeting/surpassing KPIs	✓	
	Experience working in the social housing sector or another sector, with relevant, transferrable skills	✓	
	Knowledge of legislation pertinent to the role		✓
	Familiar with Homemaster or another Housing Management System		✓
Personal Attributes	Ability to work constructively with colleagues and other departments to deliver organisational objectives and pro-actively contribute to a culture of togetherness	✓	
	Demonstrate professionalism and integrity with the ability to maintain confidentiality	✓	
	An excellent communicator with the ability to be a valued ambassador for Thenue	✓	
	Be able to embrace and embed organisational culture and values both within and outwith Thenue	✓	
	Have great interpersonal, organisational and analytical skills	✓	
Other	Able to work outwith office hours, if required which may include occasional evening or weekend work	✓	
	Possess a clean driving license	✓	
	Access to own car, insured for business purposes		✓

