

# Property Services Manager Candidate Information Pack

## Contents

### Background information

### Recruitment and selection process

### Key dates

### Summary of conditions of service

### Downloads available from Knowes web site [www.knowes.org](http://www.knowes.org)

Application form  
Job Description  
Person Specification  
Competency Based Framework  
Equal opportunities monitoring form  
Annual report  
Newsletter

### Background Information

Knowes Housing Association was formed on 1st March 1998 following a large scale voluntary transfer of 1,115 properties in the Faifley and Duntocher area of Clydebank from the former Scottish Homes.

Knowes currently owns and manages 1030 properties and acts as factor to a further 600.

Knowes is a charitable registered social landlord managed by a [Committee](#) of local tenants and owner occupiers.

**Our mission** is to:- "provide good quality affordable housing and services which meets the needs and aspirations of the community we serve, ensure resident control of current and future housing and contribute to the continued improvement of the local community and environment".

Since 1998 Knowes has demolished 148 unpopular tenement flats and replaced them with 119 modern cottage type properties. We are also involved in a number of wider role projects in the community.

### Our Values are;

#### RESPECT AND EQUALITY OF OPPORTUNITY

We treat everyone with respect and recognise and respond to their individual needs

#### CUSTOMER FOCUSSED

We ensure that our customers are at the core of everything we do

## COMMUNICATION

We communicate effectively with our customers and colleagues

## CONTINUOUS IMPROVEMENT

We are committed to review, develop and improve all of our services and processes

## HONESTY AND PROFESSIONALISM

We behave in a professional manner displaying honesty and integrity at all times

### **Recruitment and Selection Process**

All applicants should submit a completed application form, which includes, employment history, achievements, reasons for leaving, qualifications and professional memberships.

Each application should also include a supporting statement which demonstrates your suitability, competence and experience to perform as the Property Services Manager of Knowes Housing Association with specific reference to the job description and person specification.

You are invited to complete the Equal Opportunities Monitoring Form.

A personal acknowledgement will be sent by email within one working day of receipt of the application.

### **Key Dates**

To assist applicants to plan their availability for the selection process the following dates should be noted.

Closing date: Completed applications should be emailed to [slove@knowes.org](mailto:slove@knowes.org) by 12 noon on Friday 31st January 2020

### **Shortlisting**

All applicants invited for interview will be notified by 17<sup>th</sup> February 5pm by email. Interviews will take place week commencing 24<sup>th</sup> February, there will be a second interview for selected candidates roughly a week following the first interview. The first interview will include a competency test.

### **Summary of Conditions of Service**

Knowes Housing Association is a full member of EVH and EVH conditions of service will apply.

Salary will be EVH grade SM1 to SM3

Hours of work: 35 hours per week Monday to Friday 9am to 5pm

Annual Leave: 25 days per annum, plus 15 days public holiday

Place of work: Faifley

Notice Period: 1 month

Pension: SHAPS DC scheme, employer pays 10% plus life insurance.

The appointment is subject to satisfactory references and Disclosure Scotland checks.