

GWHA: ROLE PROFILE

ROLE	Senior Technical Officer	GRADE	8
REPORT TO	Technical Manager	DATE COMPLETED / REVIEWED	March 2026

CORE RESPONSIBILITIES

Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. High level of technical/specialist knowledge, focussing on the protection of property assets through the delivery of major works / common repairs, component replacement, and cyclical maintenance. Working collaboratively with stakeholders to support delivery of works programmes. Maintaining comprehensive and accurate records, reporting and administrative systems, ensuring works compliance with regulatory standards including Scottish Housing Quality Standards (SHQS), health and safety, and GWHA's procurement strategy. Delivering high standards of performance. Engaging in effective, appropriate and professional conduct. Line management through the Technical Manager and Technical Director, with accountability through the Chief Executive to the Management Committee.

KEY TASKS: Asset Management

1. Preparing procurement business cases in compliance with procurement strategy, ensuring timely preparation of work specifications and tenders, and contributing to tender evaluations, to meet project planning and governance objectives.
2. Working collaboratively with third party stakeholders which may include: Local Authorities, third-party property factors, peer social landlords, insurance brokers, framework providers, and the Scottish Government.
3. Development of relevant consultant appointment service level agreements, appointment documentation and rolling performance monitoring / management.
4. Delivering a range of planned / ad-hoc major works / common repair, and investment initiatives including cyclical, SHQS & EESSH compliance projects, and ad-hoc component replacement as directed.
5. Property inspections / reporting to assess compliance with SHQS / EESSH¹, to inform investment strategy.
6. Pre and Post Contract administration in line with GWHA procurement strategy (including but not limited to preparing / contributing to tender documentation, tender evaluation, issuing instructions, ensuring contractor compliance).
7. Undertake site visits and act as "client" in relation to contract management, including attending contract meetings and ensuring CDM regulation compliance.
8. Assessing and addressing contractor performance in respect of quality and performance across all functions.
9. Representing GW at residents and other stakeholder meetings etc, including engaging and communicating with private owners as part of internal and third-party property factoring services.
10. Scrutinising invoices / valuation requests for accuracy/value for money before processing within delegated authority.
11. Developing and leading effective stakeholder communication strategies, mitigating complaints, liaising with tenants and others regarding live and pipeline projects, including post project evaluation and learning plans.
12. Leading and promoting effective team working with appointed consultants towards project delivery.
13. Attending march-ins and advising on GW expectations/standards.
14. Contributing to newsletters, annual report, web site content, internal communications and other corporate publications / events to communicate strategy progress and outcomes.
15. Assisting with risk assessment, performance and compliance reporting and preparation of governance reports.
16. Ensuring operational compliance with health and safety obligations and policies, including asbestos, and legionella.
17. Day to day alignment of services with legislative, regulatory and governance requirements.
18. Back up / alternative / support to Technical named Emergency procedure contact for out-of-hours response.
19. Acting as GW representative across development activities.
20. Supporting the implementation and day to day use of Asset Management Software (database & mobile working).
21. Support GW management and officers in their duties to deliver on GW Corporate Plan objectives.
22. Undertake appropriate training / qualifications as required, consistent with the scope of the role.

SCOPE: Towards 2028: Shaping Thriving Communities: A member of the Technical Team within the Technical Division. In the context of GWHA's regulatory and statutory duties as a Landlord, and the aligned duties of Property Factor through subsidiary company GWEn, ensure building fabric safety, preservation, SHQS compliance, and tenant and resident safety through robust decision making, effective communication, and efficient use of resources. Actively progressing and supporting the delivery of asset management, procurement and investment in the protection of property investment and assets. Initial focus on delivery of investment and planned maintenance projects, and with flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision.

¹ Scottish Housing Quality Standard / Energy Efficiency Standard for Social Housing

COMPETENCIES	
Team Working	<p>Proactively engages with others to ensure accurate and comprehensive information is shared.</p> <p>Actively contributes to, and participates in, team discussions and activities.</p> <p>Promotes and engages in positive teamwork, respecting the contribution of others.</p> <p>Displays a willingness to assist, support and mentor other members of the Team.</p> <p>Highlights issues of importance and keeps team apprised on matters of common interest.</p> <p>Comfortable with lone / remote working and displays awareness of personal safety and risk.</p> <p>Uses initiative and generates ideas.</p>
Knowledge	<p>Extensive project delivery experience with demonstrable risk and compliance awareness.</p> <p>A high degree of professional knowledge, specialism and competence reflecting the core responsibilities and scope of the role.</p> <p>Awareness of the housing sector, its wider environment and the changing role of RSLs</p> <p>Understanding of Property Factoring services.</p>
Professionalism	<p>Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.</p> <p>Displays willingness and enthusiasm in carrying out responsibilities and tasks.</p> <p>Commitment to change, continuous improvement, learning and best practice.</p> <p>Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate.</p>
Customer Service	<p>Embraces a culture of quality, responsive customer service and engagement.</p> <p>Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders, reflective of needs.</p> <p>Mitigates complaints through successful service delivery and interaction.</p>
Interpersonal	<p>Demonstrable social maturity, with confidence to managing difficult conversations.</p> <p>Effective negotiation skills with the ability to influence positive outcomes.</p> <p>Self-motivated, performance driven, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved.</p> <p>Willing and enthusiastic about outdoor working in all weather conditions.</p> <p>A positive ambassador for GWhA and social housing.</p>
Organisational & analytical	<p>Ability to analyse situations and respond with sound judgement and appropriate action.</p> <p>Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.</p> <p>Ability to analyse and interpret data, high degree of accuracy and attention to detail.</p> <p>Responsive to changing demands.</p>
Communication & ICT	<p>Displays confidence and professional rapport with internal and external customers.</p> <p>Effective communication, language, report and letter writing skills.</p> <p>Effective contribution and input to newsletters and corporate publications.</p> <p>Proficient ICT skills: Outlook, Word, Excel, PowerPoint</p>
Vision & values	<p>Embraces and promotes GWhA's Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, and Ethical; promoting equality, value, diversity and sustainability to Shape Thriving Communities.</p>