



Glasgow West Housing Association

Estates Services Administrator

Recruitment Pack

Please return all documents to

recruitment@glasgowwestha.co.uk

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We Are Glasgow West Housing Association



Our Mission

Homes are our purpose;
services and
sustainability our priority

Our Vision

Shaping Thriving
Communities

Our Values

Inclusive, Considerate,
Accountable,
Resourceful, Ethical



Thank you for your interest in working with Glasgow West Housing Association!

This recruitment pack will tell you more about who we are, who we are looking for and what you need to do to apply for the role.

We are proud of our resilience and roots; originating from Hillhead HA in 1978 and maturing through the successful fusion of 7 housing stock transfers; 5 from local housing associations and 2 from Glasgow Housing Association (GHA). With over 2000 tenants, residential and commercial owners now receiving services and with 40 years local experience, GWAHA is a respected community controlled, charitable housing services provider in the West End of Glasgow.

We offer an attractive benefits package for our staff; providing a supportive working environment with opportunities for training, learning and development. More details on the benefits of working for GWAHA are included further in this pack.

Once again, thank you for your interest in working with GWAHA and we look forward to receiving your application.

If you have any questions in relation to this post, please do not hesitate to contact our HR Team in the first instance via recruitment@glasgowwestha.co.uk who will be able to assist.

-Elaine Travers
Chief Executive



The Role



Role: Estates Services Administrator

Responsible to: Angela Abbott

Team: Estates & Factoring

Contract type: Permanent

Team: Estates

Salary: EVH Grade 4 - £25,755 to £29,124

Hours of work: 35 hours per week

Scope of role: In this varied front-line role, you'll be the first point of contact for residents, providing quality advice and support. You'll handle enquiries, maintain records and databases, support estate management activities, and contribute to community engagement initiatives. The role also involves assisting the wider team with reporting, publications, and ensuring the smooth delivery of estate and facilities services.

Flexi-Time
Professional fess
Training



GWHA BENEFITS

*What we can offer you as an
employee of GWHA*

Cycle to work
scheme
Family friendly
policies

Moving house day
Service commitment award
Festive Shopping leave
& More!

Prescription Glasses

Flexi Time

Unplanned Leave

175 hours pro-rate Annual Leave

105 hours pro-rate Public Holidays

SHAPS Pension

Paid 4 Weekly (13 salaries a year)

Hospital Saturday Fund

Service Commitment Award (SCA)

Expenses

Overtime

Festive Shopping Half Day

Festive Lunch

Family Friendly policies

Credit Union

Flexible Working

Cycle to Work Scheme

Death in Service

Moving home day

Sabbatical Policy

Blood Donation

EMPLOYEE BENEFITS!

