



Golden Lane Housing



# Job vacancy

## Quality & Assurance Officer Midlands

Would you like to work for an organisation that has been providing homes for people with a learning disability and autistic people for the last 25 years and is rated V2 G1 from the Regulator of Social Housing?

Do you have the drive to make a difference and work for an organisation which makes a real difference to the lives of people with a learning disability and autistic people?

Do you want to be a part of a team which offers exciting and challenging opportunities for you to develop thought provoking, innovative ideas?

If the answers are yes, then this could be the role for you.

You will be based in the Midlands with extensive travel in the area and occasional visits to the Manchester Office.

**£40,752**

**Full Time (35 hours)**

**Car and Home Working Allowance**

## Golden Lane Housing



0300 003 7007

Golden Lane Housing  
Parkway Four  
ParkwayBusinessCentre  
Princess Road  
Manchester  
M14 7HR

We encourage interested applicants to submit their applications before the 18th October 2024. However please note we reserve the right to close earlier than the date advertised



Contact us at:  
[people@glh.org.uk](mailto:people@glh.org.uk)



For more information please visit:

[www.glh.org.uk](http://www.glh.org.uk)



We are proud of our commitment to being Disability Confident and welcome applicants with disabilities to apply for all roles with us. To find out more about the scheme please visit the direct gov website.



# Job advert



Golden Lane Housing

We believe in a world where everyone with a learning disability and autistic people have opportunities to access good quality housing that meets their needs, and we want to continue to make an immense impact on the lives of our tenants. Our impressive national portfolio currently provides homes to over 2,500 people and we have big plans to do more as part of our brilliant growth trajectory.

Our people are at the forefront of delivering our ambitious plans and you will play a key role in helping us achieve our objectives to make a positive difference to the lives of so many people.

We are focused on creating a workplace that's inclusive and diverse, we pride ourselves on being a caring, listening, honest organisation, where everyone can be their best and that's why we're a Mental Health Gold champion, a member of Includability and Disability Confident employer.

As an equal opportunities' employer, we strongly uphold the commitment to treating everyone with fairness and respect and therefore encourage suitably qualified applicants from a wide range of backgrounds to apply.

The Quality & Assurance Team plays a vital role in ensuring that tenants' homes are safe, secure, and well-maintained. They provide assurance to our Board and Executive Team that Golden Lane Housing adheres to all regulations concerning legal compliance, servicing, and maintenance.

The Quality & Assurance Officer will be tasked with ensuring rigorous compliance in areas such as gas, electricity, fire safety, asbestos management, legionella control, servicing, and any other statutory or legal obligations within their designated region. Their main objective is to ensure that GLH properties are well-maintained, safe, and suitable for tenants, while also meeting performance requirements, KPIs, quality standards, and GLH's delivery benchmarks. They actively foster and promote a high-performance culture focused on service delivery and achieving targets. You will ensure any compliance breaches are escalated immediately to the Head of Quality & Assurance.

The Quality & Assurance Officers are tasked with conducting post-inspections on a portion of completed work across all workstreams initiated by the Property & Sustainability Department. You will carefully monitor the quality of GLH homes in your area, ensuring that both internal and external contractors meet high standards.

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Housing**



For more information please visit:  
[www.glh.org.uk](http://www.glh.org.uk)



# Job advert



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Responsibilities include ensuring quality of repairs, monitoring and reducing recalls, and identifying trends and causes of high expenditure. This commitment provides our tenants with the best possible quality and value-for-money service.

The Quality & Assurance Officer will also serve as a point of escalation, providing support during out-of-hours on a rotational basis.

Additionally, they are essential in facilitating the smooth handover of new schemes. They visit larger projects to gain familiarity and document key details, including important items, locations, and service contractors. This information supports the Property Services Centre in efficiently managing the repairs service.

The Quality & Assurance Officer plays a key role in the Lease Renewal Process from the Property Services perspective. They offer valuable advice and insights regarding scheme or landlord performance, ensuring that the Quality & Assurance Manager has accurate information to make well-informed decisions.

The Quality & Assurance Officers will aid in investigating any complaints related to property services, supporting the Quality & Assurance Manager in responding to and resolving these issues by ensuring that follow-up actions are completed.

We are seeking candidates with experience in property management, preferably within a social housing context. The ideal candidate will have a proven track record of ensuring properties meet high standards and receive quality repairs and maintenance services. Experience in contractor management and/or overseeing legal compliance and servicing contracts in a social housing environment would be a valuable asset.

The role requires full & clean driving license. The role also covers a potentially large geographical areas and a requirement for regular visits to GLH properties.





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To be considered for this role we expect that applicants will have the following;

- **HNC, Electrical, Gas or Compliance qualification. Equivalent in maintenance or property related discipline will be considered**
- **Minimum of 2 years' experience within a similar role**
- **Knowledge of building maintenance legislation and procedures**
- **Financial control of capital programmes**
- **Building surveying and inspection experience**
- **Ability to communicate effectively with people at all levels**
- **Commitment to the principles of customer service and tenant involvement**
- **Ability to analyse data and submit written reports**
- **Self-motivated and able to manage own time and workload with minimum supervision**
- **Understanding of or willingness to learn about working with people with learning disabilities**

Please note that we are not able to offer visa sponsorship for this position. Only applicants who have the legal right to work in the United Kingdom without sponsorship will be considered.

For an informal chat regarding the role, please contact Dave Shaw, Quality & Assurance Manager on 07435 950 697.



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