

# CVG

## Asset & Compliance Data Coordinator



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# Welcome from the Chief Executive



Dear Candidate,

I am so pleased you have taken the time to review this recruitment pack, and you are considering this great opportunity to join us at Clyde Valley to be part of our Property and Development Team in this pivotal role.

Our Asset & Compliance Data Coordinator will provide an excellent asset and compliance service to all our customers, both internal and external, delivering quality outcomes and resolutions.

I joined Clyde Valley in March 2018 as Director of Finance and Corporate Services and was appointed as Chief Executive in August 2023, and I can honestly say you will feel so welcomed by the Clyde Valley team should you come and work with us. We are an organisation that is people centred with a caring culture where people want to do the best they can for our customers and their colleagues.

Founded in 1996 through a stock transfer of around 1,000 homes we have grown to almost 5,000 homes today through a number of small stock transfers and an ambitious new build programme since the early 2000s.

We want to achieve the right balance of investing in new and existing homes and services whilst offering our customers great value for money. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity. You can help us do this.

Clyde Valley Housing Association wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers. We encourage and support professional development across Clyde Valley and have a really positive attitude to growing our people.

We seek colleagues who share our culture of fun, collaboration, positivity and ambition and would really welcome your application.

Good luck in the process.

**Carron Garmory**

CHIEF EXECUTIVE

# About Clyde Valley Group

## Who We are

The Clyde Valley Group (CVG) is a thriving social business and registered charity recognised for innovative and partnership approaches to meeting community needs. Clyde Valley Housing Association (CVHA) is a Registered Social Landlord (RSL) partner is Lanarkshire and East Dunbartonshire. CVHA is the Group's main operating company and has a track record of delivering housing management, scheme development and high-quality housing services for a diverse range of customers. Our Group continues to grow, and we now own over 4,700 homes and provide factored services to more than 3,000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meeting housing needs.

## Our Vision



“ **Shaping a brighter future by building vibrant, inclusive communities.** ”

## Our Values

### BE all about the customer



Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

### BE Inclusive



We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.

### BE caring



Most importantly we are people centred, we will listen and support customers and each other.

### BE driven by excellence



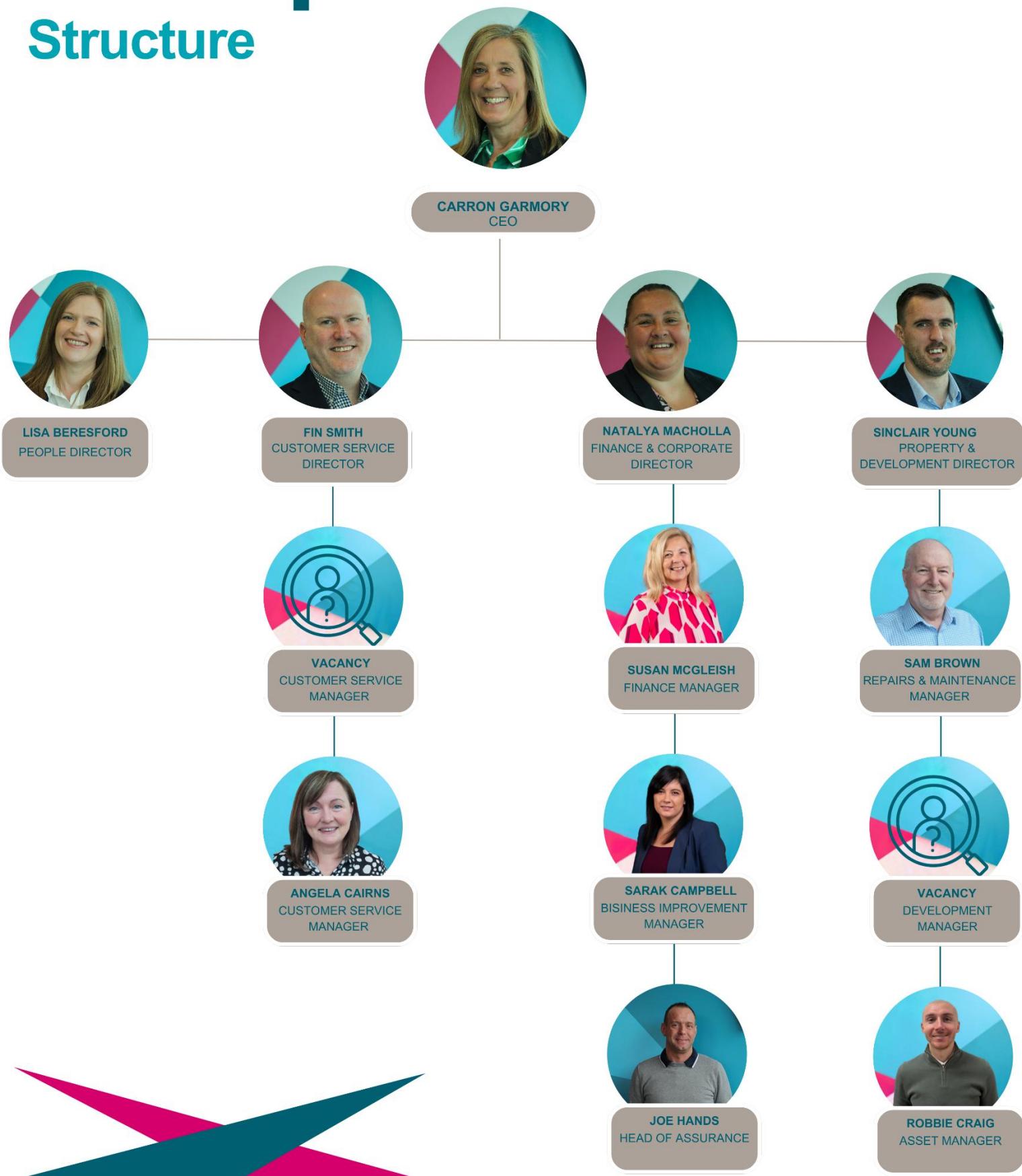
Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

## Together we make the difference

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers

# Clyde Valley Group

## Structure



# Role Profile

<b>Job Title:</b>	Asset and Compliance Data Coordinator
<b>Salary:</b>	EVH Grade 6 (£34,745 – £37,984)
<b>Hours:</b>	35 hours per week
<b>Reports to:</b>	Senior Compliance Officer

## Overall Purpose:

To provide an excellent asset and compliance service to all the Association's customers, both internal and external, delivering quality outcomes and resolutions.

Assisting in the delivery of an integrated and consistent approach to Compliance, considering external best practice, regulatory requirements, and business priorities, across an all-tenure reactive, planned, and cyclical repair and maintenance service.

Monitoring and maintaining all systems, databases and recorded certification for contracts and works including, but not limited to: Medical Adaptations, Gas Servicing and Maintenance, Electrical Safety, Energy Performance Certificates, Fire Safety, Legionella, and Asbestos.

## Key Accountabilities:

- Contribute to the delivery of an efficient and effective compliance service.
- Ensure robust processing and timely updates of asset data and all landlord safety certificates, property certificates and warranties.
- Maintain accurate asset data and ensure all other compliance related information is recorded, filed, maintained and updated.
- Collaborate with development, repairs and asset colleagues to ensure robust workflows for processing, and accuracy of, asset and compliance data.
- Contribute to the analysis and compilation of key performance indicator data on behalf of the Property Team and provide support for data analysis requests such as the Annual Return on the Charter, Assurance reviews and others as required.
- Assist in ensuring Clyde Valley Group (CVG) meets all statutory and regulatory compliance in the maintenance, repair and improvement of its properties, and the properties it maintains for others, across all tenures.

- Assist in the review and monitoring of all appointed contractors to ensure they meet the needs of the current and future compliance and asset activities.
- Co-ordinate and undertake duties as they relate to the programming, delivery and monitoring of all managed contracts and service provision.
- Monitor day-to-day activities as they relate to overall contractor delivery and performance, including quality, budgetary and customer experience.
- Monitor contracts and contractors to ensure areas of compliance are met, taking corrective action where appropriate, and escalating where weaknesses are established.
- Manage cases through the CRM system and ensure that customer contact records are kept up to date and that action is taken as required.
- Ensure that communication received through the Compliance and Assets Inboxes is acknowledged, actioned and responded to in a timely manner.
- Attend contractor performance meetings as a representative of the Property Service Directorate and CVG.
- Assist in the development of processes and control documents as they relate to the Asset and Compliance team duties and overall service function.
- Regularly monitor and update all systems and databases, ensuring accurate asset and compliance information is available to contact centre colleagues.
- Liaise with the Technical Inspectors over reactive, planned, and defined cyclical works.
- Liaise with other internal customers to ensure cross-functional processes are efficient and effective.
- Liaise with customers of CVG in respect of servicing works, asset and compliance works, contractor performance and complaints.
- Display a team approach to the delivery of all asset and compliance services ensuring collaboration within the Property Directorate and other service areas within CVG.
- Participate in training courses and personal development as required.
- Undertake such duties as may be required in terms of the Health and Safety at Work etc. Act 1974 and other health and safety legislation.
- Comply with CVG policies, procedures, and financial regulations at all times.
- Process invoices as required.
- Undertake such delegated duties as may be decided by the Association and as may be required by the Senior Compliance Officer.

The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the Development and Property Director or Leadership Team.

# Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to HND level or equivalent work experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing or Repairs/Maintenance qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working across different systems.</li> <li>• Experience of working to targets and deadlines.</li> <li>• Experience of working as part of an effective team.</li> <li>• Experience of dealing with a diverse range of customers.</li> <li>• Experience of problem solving.</li> <li>• Experience of managing own workload.</li> <li>• Call handling experience within MS Teams or equivalent.</li> <li>• Experience of effective partnership working with colleagues and contractors.</li> <li>• Experience of analysing and presenting complex data.</li> <li>• Experience of processing and managing data and information.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a property maintenance and compliance environment.</li> <li>• Experience of managing landlord H&amp;S compliance.</li> </ul>
<b>Knowledge / Understanding</b>	<ul style="list-style-type: none"> <li>• Knowledge of complaints handling and complex case problem solving.</li> <li>• Excellent working knowledge of Excel and Word.</li> <li>• Knowledge of Landlord Health and safety legislation and requirements.</li> <li>• Enhanced customer service knowledge.</li> </ul>	

	<ul style="list-style-type: none"> <li>Basic knowledge of Scottish Social Housing Charter and indicators, good practice and regulatory regime, relative to maintenance and H&amp;S compliance.</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>High attention to detail.</li> <li>Ability to understand efficient practices and make recommendations for change.</li> <li>Ability to plan across a range of customer activity to provide best service to customers.</li> <li>Ability to manage a process from end to end effectively.</li> <li>Exceptional communication skills.</li> <li>Ability to produce accurate and concise reports.</li> <li>Ability to investigate and create detailed written responses to customers.</li> <li>Effective mediation skills.</li> <li>Organisational skills.</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of Capita system or bespoke property management systems.</li> <li>Working knowledge of MRI system or equivalent asset management and servicing systems.</li> </ul>
Other	<ul style="list-style-type: none"> <li>Highly motivated.</li> <li>Ability to work on own initiative and manage own tasks.</li> <li>Customer focussed, flexible and caring approach.</li> <li>Commitment to service excellence and continuous improvement.</li> <li>Effective team player.</li> <li>Commitment to promote equal opportunity and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>Full driving licence.</li> </ul>

## Colleague testimonials

**“I started with Clyde Valley in September this year. I am really enjoying working here and it is evident that the Association is making strides towards providing a high-quality Compliance service for its customers. It is an ideal time to join as the service is going through a period of change and having members of staff with different backgrounds and experience can help to influence our processes and procedures. This together with agile working, staff benefits, and inclusive culture make it a positive place to work.” – Morven (Senior Compliance Officer)**

**“Having worked with Clyde Valley for the past seven months, I’ve really enjoyed being part of the team. As Head of Assurance, I can see how our exciting strategy is using change to enhance how we do things. It’s exciting to be part of an organisation that’s building for the future.” – Joe (Head of Assurance)**

# Your Application

To apply, please visit our website <https://cvha.org.uk/work-with-us>:

- Click on **Current Vacancies**.
- Click on the link on the advert which will take you to our online application process through BambooHR.
- Complete your personal details.
- Upload a comprehensive up-to-date CV which shows your full career history.
- Upload a supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this.
- Give details of two professional referees, they will only be contacted with your permission at offer of employment stage.
- Complete the declaration questions.

**Please note that applications can only be considered if all the documentation is complete.**

We would encourage you to read our application guidance notes below, which should be helpful in tailoring your application to the role profile.

We welcome the use of AI responsibly and ethically to demonstrate your skills in your application, but please don't allow it to overshadow your own unique voice.

While we appreciate innovative approaches, we also value authenticity. Our assessment considers both the content of the application and how it was created, ensuring fairness and inclusivity for all applicants. At the end of the day – we want YOU to work for us!

If you have any questions or require reasonable adjustment to support you at this stage, please get in touch to let us know how we can help by contacting our People Team via [recruitment@cvha.org.uk](mailto:recruitment@cvha.org.uk)

If you wish to find our more information regarding the Clyde Valley Group, you can visit our website at [www.cvha.org.uk](http://www.cvha.org.uk)

Closing date for Applications: **Monday 26<sup>th</sup> January 2026 at 12noon**

Interviews are expected to take place on: **Tuesday 3<sup>rd</sup> & Wednesday 4<sup>th</sup> February 2026**

# Key Terms & Conditions

## REMUNERATION & BENEFITS

- EVH Grade 6 Salary band: £34,745 - £37,984 per annum
- Defined Benefit pension contribution scheme (Employer contribution of 9.6%)
- Flexible and agile ways of working
- Excellent learning and development opportunities
- Clyde Value (employee discounts and benefits platform)
- Health and wellbeing initiatives
- On-site gym
- Up to 20 agile leave days per year

## HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of 15 public holidays)

## WORKING HOURS

Agile ways of working between 7am and 7pm

## LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN.

Clyde Valley operates an agile working policy which allows for a mixture of office, home and community working.

# Accessibility

## Statement

### Asset & Compliance Data Coordinator

In this statement, detailed aspects of the job role have been given to support applications with accessibility needs to gain an understanding of what the job entails. Clyde Valley Group is a Disability Confident employer, and we work with Access to Work where appropriate.

We're happy to discuss reasonable adjustments in relation to this job role and the interview process. Please contact our People Team via [recruitment@cvha.org.uk](mailto:recruitment@cvha.org.uk) or you can phone our Contact Centre team on **01698 268855** and ask for a member of the People Team.

#### Office Accessibility

- The Clyde Valley offices are based over three floors with level access to the ground floor and a lift to the other two floors.
- There are two accessible parking spaces in our car park with lowered curbs to give access to the entry doors.
- An accessible toilet is available on every floor.
- Internal doors can be held open with a magnetic latch system.

#### Flexible Working

Clyde Valley supports flexible working where possible.

More information about the flexible working requirements for this role can be found in the below statement.

#### Work Location and Hours

Work from our office	<ul style="list-style-type: none"><li>• The office is available for work 5 days a week for those who prefer an office environment</li></ul>
Working from home	<ul style="list-style-type: none"><li>• Working from home is available for this role on a flexible basis around the work requirements</li></ul>
Working in the community	<ul style="list-style-type: none"><li>• Working in the community is not expected as part of this role</li></ul>
Visiting development sites	<ul style="list-style-type: none"><li>• Visiting development sites is not expected as part of this role</li></ul>
Visiting customer homes	<ul style="list-style-type: none"><li>• Visits to customers' homes are not expected as part of this role</li></ul>
Driving for work	<ul style="list-style-type: none"><li>• Driving is not required for this role, however, having a driving license is desirable</li><li>• Occasional travel within the local area may be required for team meetings, training and events.</li></ul>

	<ul style="list-style-type: none"> <li>• Very occasional travel out with the local area may be required for training and events.</li> </ul>
Working hours	<ul style="list-style-type: none"> <li>• 35 hours per week</li> </ul>

## Device Use

Using a laptop	<ul style="list-style-type: none"> <li>• A laptop is provided as standard for this role</li> <li>• Supporting equipment such as screens, mice and external keyboards are provided as standard</li> </ul>
Using a Tablet PC (e.g. Surface Pro)	<ul style="list-style-type: none"> <li>• The majority of work will be completed using a laptop, a table PC can be requested</li> </ul>
Using a Mobile Phone	<ul style="list-style-type: none"> <li>• Mobile phones can also be used to access Microsoft Office applications and the HR system, though use of these applications on a mobile is voluntary</li> </ul>
Using a lone-working device	<ul style="list-style-type: none"> <li>• It is not expected that a lone working device will be required for this role.</li> </ul>

## Application use

Microsoft Office Applications	<ul style="list-style-type: none"> <li>• Office applications are used every day including: Outlook, Teams, Word, Excel and SharePoint</li> </ul>
Web based applications	<ul style="list-style-type: none"> <li>• A cloud-based customer relationship management (CRM) system is used to log and manage customer contact</li> <li>• A cloud-based HR system is used to book leave</li> <li>• A cloud-based e-learning system is used for some core training</li> </ul>
Other Applications	<ul style="list-style-type: none"> <li>• A cloud-based asset management and servicing system.</li> </ul>

## Communication

Language	<ul style="list-style-type: none"> <li>• English is the first language spoken by the majority of staff and customers</li> </ul>
Receiving and making telephone calls	<ul style="list-style-type: none"> <li>• It is expected that you will have to make phone calls to colleagues, customers and contractors.</li> </ul>
Receiving and making video calls	<ul style="list-style-type: none"> <li>• Making video calls to colleagues through Microsoft Teams is an essential part of the role and will occur on a daily basis</li> <li>• Making calls through alternative platforms such as Zoom may occasionally be required to communicate with third parties</li> </ul>
Email	<ul style="list-style-type: none"> <li>• Email is an essential part of this job, and it is expected that you will use this every day</li> </ul>
Instant Messaging	<ul style="list-style-type: none"> <li>• Instant messaging with colleagues through Microsoft Teams is an essential part of the role and use of this function is likely every day.</li> </ul>
Attending in-person meetings	<ul style="list-style-type: none"> <li>• In-person meetings will happen with colleagues on a regular basis</li> <li>• In person one to ones are expected to take place on a monthly basis</li> </ul>
Attending virtual meetings	<ul style="list-style-type: none"> <li>• Virtual meetings with colleagues will take place on a frequent basis</li> </ul>

Having face to face conversations in our communities and customer homes	<ul style="list-style-type: none"> <li>• Face to face conversations with customers either in our communities or in customer homes is not expected.</li> </ul>
Creating reports	<ul style="list-style-type: none"> <li>• Gathering and validating information for reports is expected to be a core part of the role.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Ensuring accurate data is collated in relation to asset management and compliance is expected to be a core part of the role.</li> </ul>
Giving presentations	<ul style="list-style-type: none"> <li>• It is not expected as part of the role.</li> </ul>
Conducting interviews	<ul style="list-style-type: none"> <li>• It is not expected as part of the role.</li> </ul>
Working with customers who may require additional support	<ul style="list-style-type: none"> <li>• The role may require contact with those who have complex or varying levels of support needs.</li> </ul>

## Workplace Interactions

Interacting with customers	<ul style="list-style-type: none"> <li>• Interacting with customers is expected to be a core part of the role.</li> </ul>
Interacting with colleagues	<ul style="list-style-type: none"> <li>• Interacting with colleagues is expected to be a core part of the role.</li> </ul>
Interacting with contractors	<ul style="list-style-type: none"> <li>• Interacting with contractors is expected to be a core part of the role.</li> </ul>
Interacting with the Board and Governing Bodies	<ul style="list-style-type: none"> <li>• It is not expected as part of the role.</li> </ul>
Interacting with Regulatory bodies	<ul style="list-style-type: none"> <li>• It is not expected as part of the role.</li> </ul>
Interacting with other agencies	<ul style="list-style-type: none"> <li>• It is not expected as part of the role.</li> </ul>

# Application Guidance Notes

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you prepare your application.

## CVs

CVs must be submitted alongside a supporting statement and declaration form. CVs should ideally be no longer than two A4 pages. Factual information such as relevant qualifications and whether or not you hold a driving license (if applicable) should be included on your CV.

## SUPPORTING STATEMENT

This is one of the most important parts of your application and it is crucial that you understand what we are looking for so you can present your application in the best way. Your supporting statements should be no longer than three A4 pages long and should be typed in Arial, font size 11, or similar.

We shortlist candidates for interview against the person specification. This sets out what we're looking for in the job role. Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. In your application, make sure that the essential and desirable criteria are stated clearly where you have the relevant experience, knowledge and skills. The supporting statement can be used to give short examples from your experience that demonstrate the criteria we are looking for.

## REFERENCES

Please provide employment references and not character references. Your referees should be your two most recent employers, including your most recent employer if applicable. An email address to contact the referee will be required.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from an educational establishment, or a voluntary group instead.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know so that we can discuss who might be an appropriate person to approach for a reference.

We will only request references when we have decided to make an offer of employment and with your consent.

## GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all candidates with a disability who meet the minimum essential requirements for the post (see the essential criteria in the person specification). If you tell us that you are a person with a disability, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process. If you join us, reasonable adjustments will be made to where and how you work as required.