

JOB DESCRIPTION

Property Maintenance Co-ordinator



December 2025

Department: Property Maintenance
Location: Selkirk
Responsible to: Property Manager

Job Purpose

To lead a team of Officers each covering a defined geographic team in the delivery of an efficient, responsive and customer focused property maintenance service to our customers in various types of tenure.

The Property Maintenance Co-ordinator will have a lead role in overseeing and developing the wider team performance in our property maintenance service to provide excellent, person-centred services.

Based in the Selkirk office, the post holder is a key member of the Property Maintenance Team and as such will make an effective contribution to the overall development of the service.

Main Duties and Responsibilities

1. Responsible for the delivery of property maintenance and other customer services contracts to tenants.
2. Responsible for the operation of efficient and effective customer services including supervision, deployment, and training of staff, for whom the post holder has line management responsibility.
3. The Property Maintenance Co-ordinator is required to keep up to date with developments in property maintenance policy and good practice, including benchmarking, and contribute to the formulation of Eildon policy and procedures
4. In collaboration with the Property Manager (or Director of Property Assets) the Property Maintenance Co-ordinator will also take responsibility for key service initiatives relating to Property and Void Maintenance and repairs and assist with planned modernisation works.

Particular Duties include:

People Management

1. Recruit, lead, support and develop designated Officers to deliver our property maintenance service, in accordance with Eildon's standards and regulatory requirements.
2. Ensure that the learning and development needs of direct reports, and the wider team as appropriate, are identified and progressed.
3. Carry out regular support and supervision sessions, set objectives and ensure performance reviews are undertaken in accordance with policy and procedures.
4. Investigate any matter of a disciplinary or grievance nature in line with Eildon's policies and procedures.
5. Provide cover in the absence of the Property Manager.

Performance and Continuous Improvement

1. Contribute to the review of targets and performance standards, review of policies and procedures, and making best use of our digital systems.

2. Ensure agreed targets and performance standards relating to service delivery are met, and prepare reports and statistical information for internal colleagues, senior managers, and external partners.
3. Oversee our void management process, ensuring void periods are minimised.
4. Ensure maintenance and upgrading of our Mid-Market Rent (MMR) properties is managed effectively with the support of the Private Residential Tenancies Officer.
5. Monitor and control of repairs and maintenance and void spend through management of contractors.
6. Responsible for managing serious contractor performance issues.
7. Ensure all service complaints comply with our Complaints Handling Procedure and action is undertaken to resolve complaints, lessons learned embedded into our service delivery.
8. Contribute to the development and delivery of our Customer Voice Strategy, with a specific focus on local engagement with customers and community groups.

General

1. Liaise with other Eildon staff and external agencies as required.
2. Keep up to date on current Health and Safety Policy and take responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work.
3. Always maintain confidentiality in respect of matters pertaining to Eildon.
4. Afford equal opportunity and access to all users of the Eildon's services and those involved in its delivery in accordance with our Equality and Diversity Policy.
5. Undergo training as necessary to maintain high quality standards of work.
6. Carry out any other duties appropriate to the post as directed by the Property Manager, Director of Property Assets, or other senior staff.

PERSON SPECIFICATION

Property Maintenance Co-ordinator



This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

	Essential / Desirable
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> SVQ4 / SCQF Level 8/9 or similar i.e. Degree or HND 	Desirable
<p>EXPERIENCE (3 years minimum)</p> <ul style="list-style-type: none"> 3+ years of housing maintenance experience in both a customer facing and supervisory role Adapting services to meet a range of different needs Policy and procedures review and implementation Staff management, ideally managing dispersed teams Assessing risk and managing complex situations Property Maintenance Tender processes Community and/or customer engagement Service improvement initiatives 	Essential Essential Essential Desirable Essential Desirable Essential Essential
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> Sound working knowledge of property maintenance legislation and best practice relating to social housing Awareness of housing legislation and best practice relating to non-social housing specifically Mid-Market Rent Understanding of performance standards in property provision Working knowledge of Public Contracts Scotland Working knowledge of Office 365 	Desirable Desirable Essential Essential Desirable
<p>SKILLS and ABILITIES</p> <ul style="list-style-type: none"> Ability to use different digital applications in the delivery of property management Ability to find practical solutions to problems making use of negotiation and mediation skills Excellent communication skills Excellent customer service skills Ability to develop procedures and enhance service provision Strong and effective leadership and positive management skills Ability to build and sustain effective working relationship Interviewing skills Ability to work to deadlines and to time manage own workload 	Essential Essential Essential Essential Essential Essential Essential Desirable Essential
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> Flexible and adaptable Sensitive and clear approach Professional, calm and confident manner Commitment to continuous improvement of our service 	Essential Essential Essential Essential
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> Full current driving licence with access to a car Endorse and work to promote Eildon's Equality and Diversity Policy 	Essential Essential

CONDITIONS OF SERVICE

Property Maintenance Co-ordinator



April 2026

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SALARY

The salary applicable to the post is Office Grade F: £44,583 to £49,536 per annum.

Starting salary will depend on qualifications and experience. Progression through the grade range is dependent upon performance in post.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six month probationary period.

ALLOWANCES

Staff using their own vehicle on Eildon business will receive Business Mileage Rates, currently 45p per mile. This post is classed as an essential car user therefore the postholder's own vehicle must be insured for business purposes.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

HOURS OF WORK

35 hours per week. Normal office hours are 9am to 5pm Monday to Friday. Due to the nature of our work a flexible approach to working hours and routines is required.

LEAVE

The leave year runs from 1 April to 31 March.

The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per calendar year of service up to a maximum of 5 days. Four public holidays are fixed at the Christmas/New Year period. Leave for part-time staff is in proportion to hours worked.

SICKNESS ALLOWANCE

All employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
Up to 6 months	1 week	nil
6 months to 1 year	up to 5 weeks	up to 5 weeks
1 – 2 years	up to 9 weeks	up to 9 weeks
> 2 years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon: One calendar month, subject to statutory minimum
By the Employee: One calendar month

CRIMINAL RECORD CHECK

It is a requirement for this post that a satisfactory Level 2 Disclosure is obtained from Disclosure Scotland.

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that the other work does not affect the performance of their duties.