



Recruitment Pack

Property Compliance Officer



Property Compliance Officer
Salary: £40,755 Per Annum
Full Time Post
35 Hours per week (12 Noon Finish on a Friday)

Are you passionate about compliance and maintaining safe homes?

Waverley Housing is a leading provider of quality, affordable homes and services in the Scottish Borders and our vision is to create great communities to live in.

We are looking for a customer focussed Compliance Officer to join our Property and Asset team, focussing on the delivery of our health and safety compliance services.

This is a varied and rewarding role in a small team where you will have the opportunity to build strong relationships with residents and colleagues while making a tangible difference to the quality of our homes.

We are looking for someone who is professional, enthusiastic and motivated. In return you will join a supportive team and will have the opportunity to grow and develop your skills and experience.

At Waverley Housing, we believe in flexible, modern ways of working and we offer hybrid working arrangements. Although this role will require travel to and from our communities, you will have the ability to do this from the office base, at a minimum of two days per week, or remotely.

Access to a vehicle for work purposes is essential.

For an informal chat about the role, contact Sarah Lynn, Assistant Director Property & Asset Management on 07495 096 917.

How to Apply

Email: recruitment@waverley-housing.co.uk for an application pack or download a copy from our website at: <https://www.waverley-housing.co.uk/about-us/recruitment/>

Waverley Housing is committed to equality, diversity, and inclusion. We welcome applications from all sections of the community.

Closing Date for Applications: Thursday 23 July 2026 at 12 Noon

Interviews will be held on: Tuesday 11 August 2026

1. JOB IDENTIFICATION

Job Title	Property Compliance Officer
Responsible to	Assistant Director of Property & Asset Management
Direct Reports	None
Section	Property Services
Last Update	June 2026

2. JOB PURPOSE

The Compliance Officer is responsible for the administration, monitoring and continuous improvement of Waverley Housing's property compliance framework, ensuring that all regulatory, statutory, and health and safety obligations are met.

The post-holder will maintain accurate compliance records, monitor contractor performance, support risk management and assurance activities, and provide performance information to demonstrate compliance across the housing stock. The role contributes to the delivery of safe homes, effective asset management and regulatory compliance, supporting the organisation's wider business objectives and commitment to tenant and resident safety.

3. DIMENSIONS

The post holder will report to the Assistant Director of Property & Asset Management using discretion and initiative within the remit of their post, working in accordance with company policies and procedures.

There is no direct line management responsibility with the post however the post holder may be required to undertake supervisory duties and coordinate the activities of contractors and external service providers.

4. ORGANISATIONAL POSITION

Please visit our website to view our current organisational structure at:
<https://www.waverleyhousing.co.uk/about-us/organisational-structure/>

5. ROLE OF PROPERTY SERVICES SECTION

The Property Services section is responsible for:

Ensuring all properties are maintained to a high standard, and comply with all statutory and other legal standards, performance standards, good practice and guidance.

Providing an efficient and effective value for money repairs and maintenance service to all Waverley customers.

6. KEY RESULT AREAS

- Protecting tenant safety and wellbeing
- Ensuring compliance with statutory and regulatory obligations:
 - Monitor and control the annual gas servicing programme
 - Ensure that electrical safety certificates are completed within the five year anniversary date
 - Ensure portable appliance testing is completed annually.
 - Asbestos Management - update the asbestos register including confirmation of locations of asbestos containing materials and removal information
 - Bi-annual checks for legionella and water hygiene and any remedial works
 - Fire safety – ensure Fire Risk Assessments are completed and that recommendations are followed up
 - Fire Safety - ensure that records of smoke alarms and CO2 detectors, and heat detectors are in date
 - Update systems with PC certificates and review recommendations
 - Maintain records of Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standard for Social Housing (EESH) compliance
 - Lift maintenance in office
 - RAAC (Office only)
- Manage Damp and Mould cases with support from Property Officers
- Utilise stock condition survey information to support the preparation of planned and cyclical maintenance programmes.
- Schedule installation appointments with tenants and contractors
- Monitoring risk assessments particularly relevant to Trades Staff
- Ensure equipment checks are updated and reviewed
- Ensure tools servicing is completed annually
- Manage personal protective equipment to ensure trades team have what they need on a day to day basis
- Complaint resolution
- Producing and contributing to Key Performance Indicators, e.g. the Annual Charter Return
- Providing administrative support within the property services section
- Maintain the Approved Contractors Register
- Strengthening governance, assurance, and risk management
- Supporting delivery of the Business Plan Improving procurement control and contractor performance oversight

7. EQUIPMENT AND VEHICLES

Computer and office IT equipment

8. SYSTEMS

The company has the following management information systems which the post holder will be expected to use:

- Microsoft Office
- HomeMaster
- Filestream
- Insight Report Writer
- Dalex portal for gas servicing and repairs

And any other systems deemed necessary by Waverley Housing.

9. DECISIONS AND JUDGEMENTS

The post holder will be required to use their initiative and make day to day decisions and judgements in relation to their tasks, operating within a legal framework and with due consideration for their own and others Health & Safety.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Dealing with demands of the property services section and prioritising workloads across team members to meet respective deadlines
- Keeping up-to-date with current legislation
- Dealing with difficult/non-compliant tenants and managing tenant expectations
- Prioritising workload and meeting deadlines particularly in ensuring the various property compliance requirements are met

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to communicate with a wide range of internal and external stakeholders requiring a high standard of verbal and written communication skills.

e.g.

- Tenants
- Staff
- Contractors / Consultants
- Leadership Team

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

The physical demands of the role are consistent with normal office-based duties and include prolonged use of computer equipment, periods of sitting for extended lengths of time, and occasional light lifting and handling of files, documents, office materials and supplies. The post holder will also be required to attend meetings, site visits and tenant visits as necessary.

Mental & Emotional

The post holder is required to maintain concentration, accuracy and professional judgement when dealing with a varied workload, processing information, responding to enquiries, and meeting deadlines. The role also requires the ability to respond appropriately to competing demands, deal professionally with challenging or sensitive situations

Environmental

The role is primarily office based and is undertaken in a standard working environment, with occasional travel for meetings, training, site visits, tenant visits or other business requirements where necessary.

13. PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
HNC or equivalent in Housing Maintenance/Relevant Technical Skill	✓	
Experience working in a compliance based role		✓
Experience		
Minimum of 2 years' experience in property repairs and maintenance within a social housing or similar environment.	✓	
Operating within regulatory frameworks	✓	
Ensuring tenant and contractor safety	✓	
Contract management of compliance areas and planned works		✓
Operating within procurement and financial regulations		✓
Handling complaints in relation to compliance in a professional manner		✓
Experience of monitoring budgets		✓
Managing KPIs and regular reporting to senior management	✓	
Co-ordinating planned maintenance programmes		✓
Knowledge		
Understanding of statutory compliance requirements in social housing		✓
Good understanding of safe methods of working	✓	
Awareness of landlord responsibilities and regulatory framework for social housing		✓
Commitment to continuous personal development	✓	
Skills & Abilities		
Ability to maintain accurate records with attention to detail	✓	
Contractor and DLO performance management skills		✓
Effective workload management and prioritisation	✓	
Clear written and verbal communication skills	✓	
Excellent customer service skills	✓	
Collaborative working skills across service areas	✓	

Sound judgement and confident decision-making in complex situations		✓
Ability to work to deadlines with limited supervision	✓	
Good IT skills	✓	
Flexible and adaptable approach to change	✓	
Honest and approachable	✓	
Other		
Hold a full valid driving license	✓	

14. FLEXIBILITY STATEMENT

The content of this Job Profile represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities.

The post holder may be expected to carry out any duties as prescribed by their line manager and/or members of the senior management team.

15. JOB PROFILE AGREEMENT

Job Holder's Signature:		Date:	
Manager's Signature:		Date:	

PROPERTY COMPLIANCE OFFICER

REMUNERATION PACKAGE

Annual Salary	£40,755 Per Annum Salaries are paid monthly, in arrears, on the last banking day of the month through BACS	
Hours	<u>35 hours per week – Monday to Friday</u> (12 Noon finish on a Friday) Hybrid working available	
Annual Leave	<u>32 days Annual Leave</u> Plus 6 Public Holidays (over Christmas/New Year period) Leave year runs from January to December	
Company Sick Pay	Employees within their 1st year of service 1 complete years' service 2 complete years' service 3 complete years' service 4 years of completed service or over	No entitlement to enhanced sick pay (SSP only) 1 month of full sick pay 2 months of full sick pay 3 months of full sick pay 6 months of full sick pay
Pension Scheme	After three months' continuous service you will automatically be enrolled into the company's non-contributory Group Personal Pension Scheme. After this time, you are entitled to company contributions to a personal pension within the group arrangement. Employee contributions (which are optional) may commence at any time from your date of auto enrolment. Current company pension contributions rates are: 4 – 6 Month's Service – 8% 7+ month's Service – 10%	
Health Plan	The company makes monthly contributions on our employees' behalf into a private Health Plan.	
Death in Service	4 x Basic Salary	

CONFIDENTIAL



CANDIDATE NUMBER	
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JOB APPLICATION FORM

VACANCY TITLE	Property Compliance Officer
Where did you hear about this vacancy? (e.g., website, Facebook, etc.)	

Personal Details					
Title		First Name		Last Name	
Address:					

Home Tel Number		Mobile or Day Time Tel Number	
Email Address			

Are you free to remain and take up employment in the UK?	Yes	No
<i>You will be required to provide appropriate documentary evidence of this if offered employment.</i>		

Do you hold a full valid driving licence?	Yes	No
<i>If there are any endorsements on your licence please give details below.</i>		

Please state any relationship you may have with any employee or Board Member of Waverley Housing

CONVICTIONS
<i>Upon offer of employment we reserve the right to request a Disclosure Check. Please provide details below of any convictions which are not spent under the terms of the Rehabilitation of Offenders Act 1974.</i>

EDUCATION AND QUALIFICATIONS

Please use this space to list details of schools, college/universities attended, qualifications and grades gained. Please also include any details of ongoing professional development.

Training and Development

Please provide details of any training or non-qualification based development which is relevant to the post and supports your application. Include details on length of course/nature of training and dates when completed.

Current Membership of any Professional Body/Organisation (If Applicable)**IT Skills****Software Package/Programme****Level of Knowledge**

Please choose from:
Basic/Intermediate/Advanced

Employment History (Starting with your most recent employer)					
Name and Address Of Employer					
Start Date		End Date		Salary	
Post Held					
Reason for Leaving					
Brief Description of Duties					

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Post Held					
Reason for Leaving					
Brief Description of Duties					

What notice period do you have to give your current employer?	
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Please use a separate sheet if you want to add relevant details on further previous employers.

Please detail your suitability for this position in the section below. You should refer to the Job Description and Person Specification (500 word maximum)

In the section below your detail what attracted you to this post (500 word maximum)

In the section below tell us about your personal interests and hobbies (250 word maximum)

EQUALITY ACT 2010	
Do you consider yourself to have a disability?	YES/NO
Please tell us if there are any reasonable adjustments, we can make to assist you in your application or with our recruitment process.	

REFERENCES			
Please provide contact details for your two most recent employers.			
REFERENCE 1		REFERENCE 2	
Name		Name	
Job Title		Job Title	
Organisation		Organisation	
Address		Address	
Contact No		Contact No	
Email		Email	
How is this person known to you?		How is this person known to you?	
Do you wish to be consulted before this referee is approached?		Do you wish to be consulted before this referee is approached?	
Yes	No	Yes	No

DECLARATION/DATA PROTECTION STATEMENT
<i>Please complete the following declaration.</i> <i>I confirm that the information provided on this application form is correct and any untrue or misleading information will give my employer the right to terminate any employment contract offered.</i> <i>I confirm I have the permission of the referees I have provided on this form to pass their personal details to Waverley Housing. I understand and agree to Waverley Housing using this and other data to create and maintain recruitment records on me and for statistical purposes in accordance with current Data Protection Regulations. I agree that this information will be kept for the duration of the recruitment process and for 6 months thereafter. Should I be employed I agree that this information will be kept for the duration of my employment and for 6 years thereafter. I am aware I have the right to request a copy of the data held on me.</i> <i>I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.</i> Signed Date

Please return your completed application form to: recruitment@waverley-housing.co.uk

CLOSING DATE FOR APPLICATIONS: 12 NOON THURSDAY 23 JULY 2026

Equality Monitoring Form – Employees, Board Members and Job Applicants

Information for those completing the form

Why are we asking for equality information?

Waverley Housing wants to meet the aims and commitments set out in its Equality Opportunities and Diversity Action Plan. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and Board in encouraging equality and diversity.

We need your help and co-operation to enable us to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes and to meet our legal and regulatory obligations.

What do we do with equality information?

We use equality information for a range of purposes, including to help us to:

- protect and promote your rights and interests;
- promote equality objectives across our services;
- identify and eliminate any form of discrimination.

Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

How do we process your equality information?

We process equality information strictly in line with data protection law, including by:

- processing your equality data confidentially;
- restricting access only to relevant staff members;
- retaining equality information only as long as necessary;
- sharing data only as lawfully permitted; and
- destroying data securely.

Who do we gather equality information about?

We gather equality information from:

- people who apply for a home;
- tenants;
- people who apply for a job with us;
- our employees;
- board and committee members.

Further information can be found within our Privacy Policy and Fair Processing Notice (Employees and Board Members). Contact HR to request a copy.

Other formats: If you would like this form in any other format please contact HR.

Name

Name:	
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Age

Note: We may request a specific date of birth in certain forms when this is required in law. Under the Equality Act, you are protected from age discrimination in all aspects of your employment including recruitment, employment terms and conditions, promotions and transfers, training and dismissals.

What is your date of birth? (DD/MM/YYYY)	
Prefer not to say	

Alternative format:

Please tick the band for your age:	16–24		25–34	
	35–44		45–54	
	55–65		65+	
Prefer not to say				

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

Buddhism:					
Christianity					
Catholic:		Protestant:		Other:	
Hinduism:					
Islam:					
Judaism:					
Sikhism:					
Other religion (please state what this is):					
No specific belief in religion (for example, atheism or agnosticism):					
Other belief (for example, humanism):					
Prefer not to say					

Please use the space below to tell us about any particular requirements relating to your beliefs or religion:

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Please tick here if you want to discuss this matter in confidence:	
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Disability

Are you a disabled person?	Yes		No	
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If yes, please tick the box which category you would use from the following list:

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	
Learning difficulties: (for example, Down's Syndrome)	
Mental health issue: (for example, depression, bi-polar)	
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	
Physical impairment: (for example, wheelchair-user, cerebral palsy)	
Sensory impairment – hearing impairment	
Sensory impairment – visual impairment	
Other: If none of the categories above apply to you, please specify the nature of your impairment.	
Prefer not to say	

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:

Ethnicity

Please tick the box that best describes your particular ethnic group:

African

African, African Scottish or African British:	☐
Other African background (please specify):	☐

Asian, Scottish Asian or British

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	☐
Indian, Indian Scottish or Indian British:	☐
Pakistani, Pakistani Scottish or Pakistani British:	☐
Chinese, Chinese Scottish or Chinese British:	☐
Other Asian background (please specify):	☐

Black or Caribbean

Caribbean, Caribbean Scottish or Caribbean British	☐
Black, Black Scottish or Black British	☐
Other Caribbean or Black background (please specify)	☐

Mixed groups

Mixed or multiple ethnic group (please specify)	☐
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White

English	☐
Gypsy Traveller	☐
Irish	☐
Polish	☐
Roma	☐
Scottish	☐
Welsh	☐
Other British	☐
Other group (please specify your ethnic group)	☐
Prefer not to say	☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence:	☐
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Marriage and civil partnership

Are you presently in a civil partnership?	Yes	☐	No	☐
Are you presently married?	Yes	☐	No	☐
Prefer not to say				☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence: ☐

Pregnancy and maternity

Are you pregnant?	Yes	☐	No	☐
Have you taken maternity or paternity leave in the past year?	Yes	☐	No	☐
Prefer not to say				☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence: ☐

Sex

What is your sex?	Female	☐	Male	☐	Intersex	☐
Prefer not to say						☐

Please use the space below to advise us if you have any particular requirements:

Please tick here if you want to discuss this matter in confidence: ☐

Gender re-assignment (trans/transgender)

Do you consider yourself to be a trans person?	Yes	☐	No	☐
Prefer not to say		☐		

Please use the space below to advise us if you have any particular requirements:

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Please tick here if you want to discuss this matter in confidence:	☐
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Sexual orientation

What is your sexual orientation?

Bisexual	☐
Gay man	☐
Heterosexual/straight	☐
Lesbian/ gay woman	☐
Other	☐
Prefer not to say	☐

Please use the space below to advise us if you have any particular requirements:

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Please tick here if you want to discuss this matter in confidence:	☐
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General

Please mark this box if there are any issues that you want to discuss with us in confidence	☐
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Consent

I consent to Waverley Housing collecting and processing the above data to ensure that processes address any form of discrimination, promote equality objectives and address my needs.

I am aware that I can withdraw this consent at any time by telling Waverley Housing.

Signature:	
Date:	



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T: 01450 364200

E: info@waverley-housing.co.uk

www.waverley-housing.co.uk

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To request this report in an alternative format,
e.g. large print or different language
please call 01450 364200

