



Recruitment Pack Property Compliance and Facilities Officer

Location: Penrith

Permanent

26 hours per week

(hours to be agreed but will include Friday)

August 2026

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The following supplementary information can be downloaded from our website

www.edenha.org.uk – please see the Careers section

- Application Form
- Equality Monitoring Form
- Additional Benefits of Working for Eden Housing Association



Dear Applicant,

Thank you for showing interest in joining Eden Housing Association and the post of Property Compliance and Facilities Officer.

This is a key operational role in the internal Compliance team. You will also be working closely with other operational teams within the business ensuring that we are meeting compliance with legislation and regulatory requirements.

We see ourselves as a community-based Association, rooted in the heart of the beautiful and hidden gem that is the Eden Valley, and provide housing and related support services across North Cumbria. We benefit from loyal and committed staff, have a long track record of involving tenants and residents in influencing what we do and place great value on working in partnership to add value to our own unique strengths.

We have changed the way we work, adopting a modern approach to reduce our carbon footprint. Whilst your base will be Blain House, Penrith, we have an agile working policy so you will be able to work from home for part of the week. We do normally request that colleagues work at Blain House for a period of up to six months to settle in the role and build relationships with your colleagues. This improves the service we provide for tenants and helps us to achieve a better work/life balance.

This is a fantastic opportunity to join a value driven, charitable organisation focused on people and achieving results.

I do hope that you will apply. Please check out our website at www.edenha.org.uk where you can see more of the range of activities we get involved with.

Yours faithfully

Joanne Crone
Property Compliance and Facilities Manager

About Eden Housing Association

Eden Housing Association is a successful small independent Registered Provider of affordable homes with a rural focus.

We were established in 1997 following the voluntary transfer of housing stock from Eden District Council.

We now operate chiefly across North Cumbria owning and/or managing around 2000 homes for affordable rent or sale, and act as Managing Agents for Mitre Housing Association and Lyvennet Community Trust.

Eden Housing Association has a clear Strategy created with our tenants, stakeholders, colleagues and partners. It runs from 2024 to 2028 and responds directly to our tenants' needs:

GOOD QUALITY, SAFE AND AFFORDABLE HOMES – The priority for our tenants is to invest in homes by improving the repairs service, the energy efficiency of homes and maintain attractive homes in places where tenants want to live.

TENANT VOICE AND INFLUENCE – We will actively listen and support our tenants, improving services together.

HIGH PERFORMING AND RESILIENT ORGANISATION – To deliver our ambitions to tenants and your homes we need a modern and resilient high performing business.

Our homes are generally located in areas of strong housing demand and relatively high market values.

Most of our homes caters for general family needs, with around 10% specifically designed for older people.

Tenants and residents are at the heart of everything we do, and a range of opportunities are offered and continually refreshed for local people to get involved with our work.

Eden Housing Association's commitment to value for money is integral to delivery of our services and operations as a business and is woven through the delivery of all our aims and objectives.

OUR VALUES



- **T** - EHA colleagues & partners work as one team to deliver for tenants in a trusting & supportive environment
- **I** - Colleagues take responsibility, keep promises and do the right thing
- **C** - We aim to get it right first time and treat tenants with respect
- **L ✓** - We value all feedback especially from our tenants so that we can celebrate the good things and learn from and improve when we have not got it quite right

Where you will find our affordable homes



The Eden Valley

Eden is a beautiful corner of Cumbria in the north of England, taking in the lakes and mountains around Ullswater, part of the Lake District National Park and the moorlands of the North Pennines around Alston, an Area of Outstanding Natural Beauty. In between, the River Eden flows through the rolling countryside of the Eden Valley.

For further information, visit www.eden-in-cumbria.co.uk

JOB PROFILE

Job Title: **Property Compliance & Facilities Officer**

Responsible to: **Property Compliance & Facilities Manager**

Responsible for: **n/a**

Purpose of Job:

To support the Property Compliance & Facilities Manager in managing property compliance, building safety, health and safety compliance and reporting and the delivery of facilities and land management services for the Association and its managed companies, ensuring compliance with all relevant legislation and regulation.

Key Responsibilities:

1. Property Compliance

Plan, organise and implement the delivery of routine safety checks, assessments and services to maintain legislative and regulatory compliance across all areas including (but not limited to) fire, gas, electric, legionella, oil, solid fuel, LOLER and pressure plant. Liaise with tenants and others including the Housing Team to assist with access where necessary.

2. Data Management

Ensure that in all areas of work, accurate and timely data management is a top priority. This includes ensuring that the repairs and asset management systems are accurately updated and maintained in a timely manner following work.

Help develop and maintain recording and reporting that provides a clear golden thread of property and compliance information.

3. Contract Management

Help the Property Compliance & Facilities Manager to prepare specifications and schedules and programmes of work. Issue works orders and monitor quantity, progress and quality of works on site alongside managing contractors on a daily basis. Carry out site inspections of works in progress when required and attend regular meetings with contractors, ensuring effective communication. Help the

Property Compliance & Facilities Manager to ensure that appropriate, effective and efficient consultation is completed with tenants and leaseholders when necessary.

4. Reporting and Monitoring

Ensure timely, accurate and relevant performance management information is available for interrogation and can be produced for the property compliance, property facilities and land management functions. Assist in monitoring performance targets and key performance indicators to achieve continuous improvement.

5. Facilities Management

Lead on the administration, monitoring and supervision of facilities management services, including cleaning, grounds maintenance, office facilities services, gritting, waste collection, automatic door maintenance, window cleaning and services provided by Estate Management Companies.

Manage and support the delivery of the in-house cleaning and caretaking service.

Ensure timely and accurate administration of all facilities management records, supervise contractors, use contractor portals as required, and assist with the delivery of necessary consultation processes with tenants and leaseholders within the areas of responsibility.

6. Land Management

Lead on responding to land management enquiries from customers and colleagues, making use of internal and external expertise where appropriate and necessary. Ensure the Terrier and other land management systems are accurately maintained and routinely updated. Create and maintain procedures and protocols to deliver the most efficient and effective land management service possible.

7. Budget Management

Responsible for helping control and monitor spend for area of responsibility including issuing works and purchase orders and necessary actions in the purchase order system (confirming goods received etc).

8. Risk policy and procedure

Assist in managing the risk of area of responsibility ensuring adequate policies & controls are in place to mitigate any issues whilst ensuring legal and statutory compliance.

Generic

- Comply with the Association Policies & Procedures
- Provide a positive image of the Association to its customers, stakeholders and other relevant outside bodies
- Provide input to the Corporate Plan and Team Plans through participation in Department and Team Meetings
- Consistently live the Association's ASID test, Customer Commitment and corporate values
- Take responsibility for your own personal development including keeping abreast of emerging legislation, regulation and the external environment
- Undertake any necessary on-the-job training required to develop the skills and knowledge needed to be able to perform to the standard required.

Health and Safety

- The post holder is required to carry out duties in accordance with the Company's Health and Safety policies and procedures including completing investigations and making recommendations following incidents, accidents or near misses.

Diversity

- The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for everybody, including those with protected characteristics as identified by the Equality Act 2010.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the

general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

I accept the responsibility to perform these duties to the best of my capability.

Signed: Date:

COMPETENCY PROFILE & PERSON SPECIFICATION

Property Compliance & Facilities Officer

1.0 Influencing and Negotiating

- Builds positive relationships with Executive Team, colleagues and partner organisations
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Anticipates conflict and handles it constructively
- Expresses opinions, information and key points of argument clearly
- Maintains a positive outlook at work

2.0 Interpersonal Skills

- Adapts interpersonal style to suit different people or situations
- Actively engages with team members and other colleagues
- Listens, consults others and communicates pro actively
- Demonstrates integrity and is respected by others
- Demonstrates an interest in and an understanding of others
- Structures information in a way which meets the needs and understanding of the intended audience

3.0 Strategic Vision

- Understands the role in the context of the bigger picture
- Presents and interprets information logically
- Makes rational recommendations from the available information & analysis
- Looks at the longer term as well as the present
- Recommends workable solutions to problems encountered

4.0 Delivering Success

- Suggests changes which improve the performance of the organisation
- Focuses on delivering clear outcomes
- Shares expertise and knowledge with others
- Takes responsibility for actions
- Takes the initiative where required

5.0 Organising and Executing

- Plans activities well in advance and takes account of possible changing circumstances
- Identifies and organises appropriate resources
- Sets high standards for quality and quantity
- Monitors performance against deadlines and milestones
- Works in a systematic, methodical and orderly way
- Demonstrates commitment to the organisation
- Complies with statutory obligations and company policy

6.0 Customer Service

- Acts as a role model in personal approach to customer focus
- Takes time to establish underlying needs of customers beyond those initially expressed
- Organises processes around customers taking account of complex and sensitive issues to meet their long-term needs
- Implements systems to record customer feedback and communicates ideas and information to appropriate people
- Creates an environment where team(s) are empowered to put customers first

PERSON SPECIFICATION

Property Compliance & Facilities Officer

		Essential (E) or Desirable (D)
Qualifications	Knowledge and qualification in a vocational or specialised field ie HNC/HND/AAT	E
	Qualifications in property compliance or building safety, including but not limited to fire, gas, electric, asbestos, legionella.	D
Experience	Worked in a compliance function, ideally in Social Housing for at least 2 years	E
	Managing Maintenance Contracts	D
	Maintenance of reporting systems	E
	Conducting formal consultations with tenant and leaseholders on provision of services.	D
	Experience in reviewing and interpreting legal documents involved in land management including leases and title documents etc.	D
	Experience in statutory consultations necessary with tenants and leaseholders for the delivery of charged for services.	D
Skills	Clear written and verbal Communication	E
	Self-motivated	E
	Team working ability	E
	Can do attitude	E
	Flexible and responsive	E
	Approachable	E
	Customer focussed	E
	Non-judgemental	E

	Clear thinking under pressure Successful negotiator Making accurate and timely decisions Resilient in stressful situations Enjoy working with people Respect the importance of confidentiality IT literate	E E E E E E E
Other requirements	Ability to provide 'out of hours' cover and/or support to 'out of hours' staff when required Flexibility to attend evening meetings as part of the role Driving License and access to a vehicle	E E E

Terms and Conditions

Salary and benefits

Salary: £37250.71 FTE per annum (£26,176.17 based on 26 hours)

- Sickness scheme depending on length of service
- We currently offer membership of SHPS Defined Contribution Pension Scheme

Annual leave entitlement

28 days plus public holidays pro rata

Working hours

Normal hours of work are:

26 hours per week – working pattern to be agreed with successful candidate but will include Friday.

Notice period

1 month.

Location

Your main place of work is the office (Blain House) however we are set up for agile working and expect you will be working from home as well as the office.

As reasonably requested by your Line Manager and/or Chief Executive we reserve the right to require you to work elsewhere as reasonably required

Criminal Record Check

Role requires a satisfactory basic disclosure

Key dates and the selection process

Closing date for applications:	9.00 am Monday 24 August 2026
Formal interviews:	Planned to take place Friday 4 September 2026

How to apply

Applicants should;

- Complete the application form
- Complete the Equalities Monitoring Form

Please submit your full application to either of the following addresses:

By email:

hr@edenha.org.uk

By Post:

Human Resources
Blain House
Bridge Lane
Penrith
Cumbria
CA11 8QU

All applications will be acknowledged.