EDEN

HOMES
AND COMMUNITIES

Recruitment Pack
Property Officer (Repairs)

October 2026

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The following supplementary information can be downloaded from our website

www.edenha.org.uk

- Application Form
- Equality Monitoring Form

Dear Applicant,

Thank you for showing interest in joining Eden Housing Association and the post of Property Officer (Repairs).

This is a really exciting time to be joining our property team as we bring additional resources and improved focus in areas of key importance for our tenants. We're split focus for our Property Officers into either investment works or responsive repairs, though the job description and person specification remains broad and the role may span across both areas.

We are a relatively small organization and a relatively small team, this role offers the successful candidate the opportunity to provide technical expertise, project support and customer liaison across the full range of the Association's asset Investment function.

If you have experience of working within a similar industry along with specific knowledge of building construction techniques and materials, managing contracts and health and safety legislation then this may be the role for you.

The ideal candidate will have experience of working with contractors to deliver an effective repairs and maintenance service, identifying and scoping work to address hazards, and the ability to manage projects

We adopt an agile working approach. Whilst your base will be Blain House, Penrith, we are enabled to work remotely and offer flexible working arrangements, driven by business needs.

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

JENNY EVERINGHAM
DIRECTOR OF OPERATIONS

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.

Our current strategy to run from 2024 to 2027.

We have a Vision to be:

- *To be a leading not-for-profit housing association, delivering places where tenants can live safe and well in good homes across rural Cumbria.*

And our new Mission is:

- *To be a high performing, community rooted landlord and employer, shaped by our tenants and trusted by our partners.*
- *An efficient, agile housing association empowering colleagues to deliver a personalised and local service.*
- *See and embrace difference whilst building inclusivity.*

Our Values are:



- ***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 by listening to, respecting and understanding our tenants views*
- ***L*** *- We value tenant feedback so that we can celebrate the good things and learn from and improve when we have fallen short*

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.

Where you will find our affordable homes



The Eden Valley

Eden is a beautiful part 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 Officer**
Responsible to: **Repairs and Maintenance Manager**
Responsible for: **n/a**

Purpose of Job:

To support the Repairs and Maintenance Manager by providing technical expertise, project support and customer liaison across the full range of the Association's repairs and maintenance functions. To help ensure capital investment, responsive, cyclical and planned works are well managed and delivered on time and on budget. This will include helping to identify and develop programmes of investment work, fault diagnosis and managing contractors as well as providing advice to colleagues and customers.

Key Responsibilities:

1. Responsive Repairs

Lead on all aspects of diagnostic repairs inspections to occupied properties, including ordering repairs, liaising with contractors, and site inspections, whilst also keeping tenants updated. This will include liaising with contractors for specialist works like disability adaptations.

Ensure all tenant related issues are responded to in appropriate timescales and accurately recorded including file notes on the right system and appropriate task file. Co-ordinate the resolution of these issues with the relevant partners / other EHA officers as required and appropriate.

Carry out a percentage of post inspections of responsive repair jobs, to help ensure value for money and quality.

2. Capital investment / Planned Maintenance Programmes

Lead on various aspects of planned maintenance contract delivery including site inspections, and liaising with contractors throughout the duration of contracts for progammes of work such as window, door, kitchen, heating, roofing and painting. This includes aspects of contract administration relating to procurement and finance functions, and liaising with colleagues in the finance team.

Undertake or oversee any necessary site and building surveys prior to and during tasks including building measurement, condition and asbestos surveys. Ensure CDM legislation is complied with including compilation and receipt of Health and Safety plans and files, F.10 certificates, relevant method statements and risk assessments.

Where relevant, liaise with lease holders with respect to forthcoming capital investment/planned maintenance works which may include the lease holders' property.

Assist the Contracts & Property Manager to identify necessary works and develop programmes to deliver improvement works.

3. Compliance

Lead on carrying out stock condition surveys to the Associations housing stock. This will include ensuring accurate data entry and liaison with administrative staff to ensure systems are accurately maintained in a timely manner with correct stock condition and component data.

In liaison with compliance colleagues, undertake any necessary building safety compliance inspections, including condition checks for asbestos, canopies, balconies, external staircases and fire doors.

4. 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) as well as contract administration actions in procurement systems and liaising with contractors and finance colleagues.

5. 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 TIC CODE, 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.

COMPETENCY PROFILE & PERSON SPECIFICATION
Property Technical Support 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 Technical Support Officer

		Essential (E) or Desirable (D)
Qualifications	Knowledge and qualification in a vocational or specialised field ie HNC/HND/AAT	E
Experience	Worked in a similar function, ideally in Social Housing for at least 2 years	E
	Managing Maintenance Contracts	D
	Experienced in the use of an online procurement system, such as Procure Plus or similar.	D
Knowledge	Knowledge of building construction techniques and materials.	E
	Knowledge of current health and safety legislation including The Control of Asbestos Regulations 2012 etc.	E
	Knowledge of stock condition data bases, such as Asprey or similar	D
	Knowledge of current building control and planning legislation.	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	E
	Successful negotiator	E
	Making accurate and timely decisions	E
	Resilient in stressful situations	E
	IT Literate	E

Other requirements	Driving license and use of a vehicle	E
	Ability to provide ‘out of hours’ cover and/or support to ‘out of hours’ staff when required	E
	Flexibility to attend evening meetings as part of the role	E

5.0 Terms and Conditions

Salary and benefits

Salary: £38,455.82 (plus market supplement of £1,557) £40,012.82

- 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

Working hours

Normal hours of work are 37 hours per week based around the usual business working week.

Notice period

1 months.

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

6.0 Key Dates and the Selection Process

Closing date for applications:	**12 Noon: Monday 9 November 2026**
Formal interviews:	**Monday 16th November 2026**

7.0 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.