



PARAGON HOUSING ASSOCIATION LIMITED

Repairs Officer

EVH Grade 7 Spinal Points PA 22 £42,707 to PA 25 £46,895

Paragon Housing Association is a Registered Social Landlord providing housing and related services across Falkirk, Clackmannanshire and Stirling. We own and manage around 1,500 homes and are committed to delivering high-quality, customer-focused services to our tenants and communities.

We are seeking to recruit a Repairs Officer to lead the delivery of our repairs service within our Housing Management Department. This is an excellent opportunity to shape and improve frontline repairs services in a community focussed organisation.

Essential Skills & Experience

- Experience working in a repairs or construction environment, ideally within a social housing environment
- Strong customer service skills with confidence in dealing with a range of service users and handling complaints
- Ability to analyse technical repairs information and develop practical solutions
- Experience of monitoring and reporting on performance, including Key Performance Indicators
- Ability to manage competing priorities in a fast-paced environment
- Strong communication skills across multiple channels
- Good IT skills, including housing management systems and Microsoft Office
- Knowledge of health and safety requirements relating to property management
- Full driving licence

Desirable

- Experience in social housing repairs services
- Knowledge of tenancy or factoring legislation
- Experience using housing management systems

Key Personal Attributes

Excellent leadership skills, customer services skills, strong IT skills, the ability to identify priorities and meet tight deadlines are essential attributes for applicants for this post. The ability to work flexibly and work effectively as part of a team is also required.

The post is 35 hours per week with flexible working hours however there may be a requirement for some out of hours working. The post is mainly office-based, working from our office in Grangemouth

The full job description and person specification are available as part of our application pack which can be obtained as follows.

- By post from Paragon Housing Association Limited, Invergrange House, Station Road, Grangemouth, FK3 8DG
- Telephone 01324 664966
- Email enquiries@paragonha.org.uk
- Downloadable form from www.paragonha.org.uk
- C.V.s will not be accepted
- Late applications will not be accepted

The closing date is 4.00 pm on 24th July 2026.

We are committed to being an Equal Opportunities Employer. We welcome applications from all sectors of the community.

Scottish Charity Number SC 036262