



November 2019

Dear Applicant

MAINTENANCE OFFICER

Thank you for your interest in Prospect's recruitment advert for the above post.

I have pleasure in enclosing an application pack, which includes background information about the organisation, job description, person specification, salary grade and summary of conditions.

If you are returning your application by email, please send it to: recruitment@prospectch.org.uk. If posting, it should be sent in an envelope marked "Private and Confidential" to Julie Thynne, Prospect Community Housing, 6 Westburn Avenue, Edinburgh EH14 2TH. **CVs and other unsolicited information will be disregarded.**

The closing date for completed applications to be received is 5pm on Monday 18 November 2019.

Interviews will take place in Prospect's office on Monday 2 December 2019 and will include a practical assessment.

Prospect Community Housing is a Disability Confident Employer and will interview all applicants with a disability who meet the minimum criteria for a job vacancy. Please let us know if you require any particular arrangements to assist you with any part of the recruitment process.

Please do not hesitate to contact me if you require any further information. In the meantime, thank you for your interest in working for Prospect.

Yours sincerely

A handwritten signature in blue ink that reads "J Thynne".

Julie Thynne
Corporate Services Officer

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INFORMATION FOR APPLICANTS

BACKGROUND

Prospect began in 1988, when 8 local people came together and decided they wanted to build new quality houses in Wester Hailes and that's exactly what they did. Some of those people are still involved in our work.

Prospect now have almost 900 homes in Wester Hailes. These homes are a mixture of flats and houses in both new and refurbished estates. We are a non-profit making charitable registered social landlord. We are registered with the Scottish Housing Regulator.

OUR VISION

Providing homes and building communities together.

VALUES

Our values underpin and drive all our activities. They reflect who we are and what we continually seek to achieve. Our values are:

Pioneering

Reliability

Listening

Fairness

Partnership

STRATEGIC OBJECTIVES

We have set the following strategic objectives, to be achieved by the end of March 2021:

1. **Independence** – maintain this through good governance, strong financial performance and stronger partnerships with other independent housing organisations.
2. **Property and neighbourhood improvements** – invest £3m during the period of this business plan. Invest in improving our neighbourhood areas, co-producing the changes with tenants.
3. **New housing provision** – be intentional about resourcing the work required to secure sites within Wester Hailes, or the areas surrounding Wester Hailes, and to develop these sites.
4. **Affordable rents** – achieve rent increases of no more than inflation (RPI) less 0.5%, whilst maintaining existing services and investment in our houses and neighbourhoods. Incorporate modelling of affordability into rent review process.
5. **Improving services through customer involvement** – building on the work of the Tenant's Forum and the Prospect Scrutiny Group, we want to improve the service we provide to customers through their direct involvement in shaping services. We will use a wide variety of ways to involve tenants.
6. **Community Projects** - working in partnership with local agencies to develop new projects that meet local priorities. This will build on the collaborative approach taken with Tasting Change, developing our approach from the learning coming out of this project.
7. **Supporting tenants** – focus on providing increased support to tenants through ongoing tenancy support including Welfare Rights and Housing First and linking more effectively with health and social care professionals to identify and meet the needs of our vulnerable tenants.

Meeting the outcomes of the Scottish Social Housing Charter is central to what we do, and the Strategic Objectives collectively are designed to help achieve the outcomes.

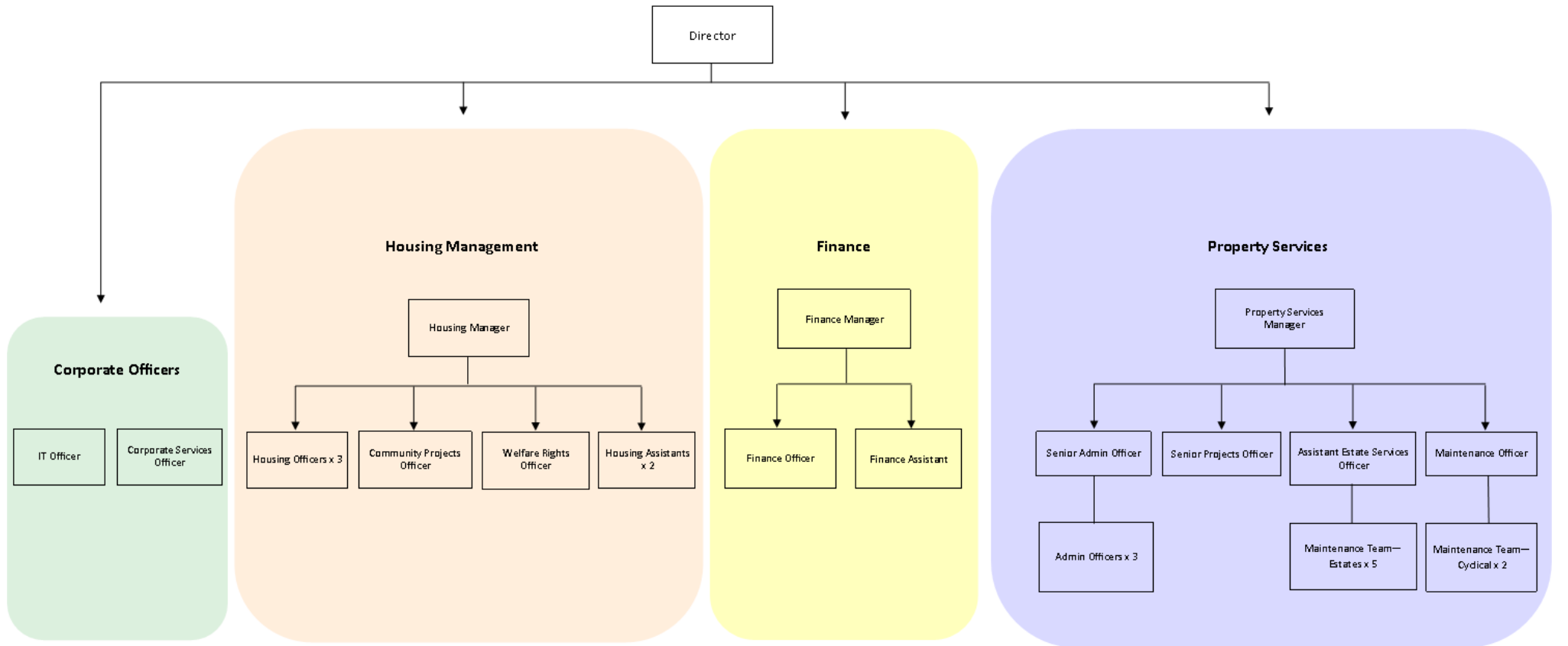
OUR MANAGEMENT COMMITTEE

The Management Committee is made up entirely of unpaid volunteers, some of which are Prospect tenants. Many of the Management Committee are residents of Wester Hailes and all are committed to the work that Prospect does.

OUR STAFF

Prospect employs 29 staff members, with 22 of these based in our office and 7 working within our housing developments. A copy of Prospect's current staffing structure is attached.

Current Staff Structure



SUMMARY OF CONDITIONS OF SERVICE

JOB TITLE	MAINTENANCE OFFICER
DURATION	Permanent
SALARY SCALE	EVH GRADE 7, PA22-PA25: £32,850 - £36,071
HOURS OF WORK	35 hours per week (Monday to Friday) Occasional evening or weekend work may be required for which time off in lieu will be granted. Flexitime
ANNUAL LEAVE ENTITLEMENT	26 days annual leave 13 designated days (including public holidays)
PENSION	Prospect offers a Scottish Housing Association Pension Scheme (SHAPS) Defined Contribution pension
HEALTHCARE	Cashback private healthcare
PLACE OF WORK	Prospect Office: 6 Westburn Avenue, Edinburgh, EH14 2TH
NOTICE PERIOD	1 month
REMUNERATION	Salary paid directly on the 15 th day of the month by BACS into a designated bank/building society account

JOB DESCRIPTION – MAINTENANCE OFFICER

- Job Title:** Maintenance Officer
- Responsible To:** Property Services Manager
- Staff Responsibility:** Maintenance Team Chargehand (x1) and Maintenance Team Members (x1) – Cyclical
- Job Purpose:** This job involves daily contact with our tenants and is a key post in the overall delivery of our tenant focused service. In addition, the Maintenance Officer is responsible for inspecting and instructing reactive maintenance, monitoring planned and cyclical maintenance and working in partnership with contractors and consultants as required. This role will include providing cover for void work as required.
- The Maintenance Officer is also responsible for ensuring that the service to our tenants is provided to a high standard and in accordance with Prospect's Policies and Procedures.

MAIN DUTIES AND RESPONSIBILITIES

1. Committee Support

- 1.1. To assist the Property Services Manager to service the meetings of the Management Committee, ensuring that relevant information is made available as necessary and participate in the provision of training and advice to Committee members when required;

2. Staff Management

- 2.1. In accordance with the Association's policies on recruitment selection and equal opportunities, assist the department Manager to appoint the highest possible calibre of staff;
- 2.2. Ensure that all new appointments receive comprehensive induction training and that ongoing training and development needs are identified and met (subject to funding availability);
- 2.3. Ensure that team members receive regular supervision and support and that their tasks are completed in line with the agreed timescales and standards.
- 2.4. To plan and organise the work of the team on a day to day basis to ensure service levels are met and maintained;
- 2.5. To ensure all health and safety requirements are met including completion of risk assessments, training and instruction of team members;
- 2.6. Ensure that all staff receive an annual appraisal interview, that annual targets or objectives are set, and that progress towards meeting individual objectives is monitored regularly throughout the year;
- 2.7. Carry out back to work interviews with staff following absence;

3. Policy and Administration

- 3.1. To assist the Property Services Manager and Committee to review maintenance policies and procedures and, where necessary, ensure they are amended in accordance with the Associations policy review cycle;
- 3.2. To assist in the development and maintenance of computerised maintenance records and filing systems, etc. Particularly those relating to planned works;
- 3.3. To ensure that matters which require to be recorded are recorded promptly, comprehensively and accurately and that all relevant files, data bases, etc. are kept accurate and up to date. Ensure that all information is held securely and confidentially, in accordance with the Data Protection Act;

4. Financial/Budgetary Responsibility

- 4.1. To operate within the agreed authorisation procedures covering issuing of works and approval of payments;
- 4.2. To assist with the processing of invoices within the agreed procedures liaising with Finance staff as necessary;
- 4.3. To assist the Property Services Manager in the preparation of maintenance budgets and in monitoring of spend;

5. Cyclical and Planned Maintenance

- 5.1. To deliver high quality maintenance and repairs service to our tenants and other customers;
- 5.2. To ensure our stock is maintained in good condition;
- 5.3. To ensure all works are completed in line with our targets in relation to EESSH, reactive, cyclical and planned maintenance;
- 5.4. To ensure contracts and repairs are carried out to a high standard meeting our aims and delivering excellent customer focused services;
- 5.5. To ensure that effective and accurate records are maintained;
- 5.6. To ensure money is spent effectively in accordance with our agreed budget priorities;
- 5.7. To ensure compliance with all statutory and other relevant legislative and regulatory requirements;
- 5.8. To ensure our various stock condition and life cycle asset management systems are appropriately and effectively used and maintained;

6. Void Management

- 6.1 To work with and provide cover for this service when required, including facilitate and co-ordinate repair of void properties to agreed standards, liaising with Housing Management staff as required;

7. Contractor Liaison

- 7.1. To assist the Property Services Manager to identify and select new or additional contractors as necessary;
- 7.2. To liaise with contractors, as necessary, to ensure the completion of repairs within agreed time scales and to resolve difficulties which may arise;
- 7.3. To participate in contractor reviews as necessary, highlighting to the Property Services Manager difficulties or issues which require to be addressed with individual contractors;

8. Adaptations and Alterations

- 8.1** Advise on, and draw up, specifications for adaptations and alterations to properties to be carried out by the Association or tenants. To inspect such adaptations or alterations and liaise with tenants/staff as necessary regarding remedial works, etc.

GENERAL

In addition the post holder is responsible for:

- Ensuring the confidentiality of all personal, financial, development or tenant information, where required in accordance with the Data Protection Act;
- Ensuring all relevant policies and procedures are adhered to, and in particular observing the letter and spirit of the Association's Equality and Diversity Policy in all aspects of day to day duties relating to tenants, staff, outside agencies and the public;
- At all times working in such a manner as to ensure the health and safety of the post-holder, colleagues, tenants and visitors to the Association's offices;
- Assisting in ensuring the security of the office building, equipment and keys;
- Assisting in the overall work of the department by covering essential duties for absent colleagues and generally sharing the workload;
- Contributing to the overall management of Prospect through participation in adhoc groups addressing specific issues, departmental meetings, staff meetings and learning and development opportunities;
- Ensuring positive, proactive and effective internal communication is maintained both within the department and across all departments.

The list of duties and responsibilities is not exhaustive. The post holder will be expected to undertake other duties as appropriate to the grade to fulfil the responsibilities of the post.

The duties of the post may occasionally require some evening or weekend working for which time off in lieu will be given.

Under the Display Screen Equipment regulations the post is classed as a "DSE User".

The Association's staff grades and salary scales are in accordance with those of Employers in Voluntary Housing (EVH). Details of the grade and salary for this post, and a summary of the main terms and conditions, are detailed in the post holder's Statement of Terms and Conditions of Employment.

PERSON SPECIFICATION

MAINTENANCE OFFICER

This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection. The person specification will be used to shortlist and to select candidates for interview.

	ESSENTIAL OR DESIRABLE	HOW DETERMINED
QUALIFICATIONS		
Educated to HND standard/equivalent in a technical or building related field or a minimum of 3 years relevant experience	Essential	Application/ Certificates
Clean driving licence and access to a vehicle	Essential	Application/ Licence
Relevant professional or recognised trade body membership	Desirable	Application/ Membership
PREVIOUS EXPERIENCE (VOLUNTARY OR PAID)		
Experience of working in a customer focused environment	Essential	Application/ Interview
Sound working knowledge of current building regulations, health and safety legislation, gas, fire, asbestos and legionella regulations, maintenance contracts, traditional building construction, procurement and sustainability issues	Essential	Application/ Interview
Experience of undertaking property inspections	Essential	Application/ Interview
Contract and project management	Essential	Application/ Interview
Contractor management	Essential	Application/ Interview
Computer literate and familiar with Microsoft Office products	Essential	Application
Experience of line managing staff	Desirable	Application
Experience of working in the social housing sector	Desirable	Application
Experience of CX Housing Management system or other housing management systems.	Desirable	Application
Managing budgets and financial control	Desirable	Application
SKILLS AND ABILITIES		
Excellent communication skills, both written and oral	Essential	Application/ Interview
Excellent customer care skills with an understanding of and commitment to equality and diversity in all aspects of the role	Essential	Application/ Interview
Able to work on own initiative and to contribute to an effective team	Essential	Interview
Excellent time management/personal organisation and planning skills	Essential	Application/ Interview
Well-developed and accurate record keeping and analytical skills to enable the delivery of a high-quality maintenance service	Essential	Application/ Interview
Ability to meet key targets and performance indicators	Essential	Interview

	ESSENTIAL OR DESIRABLE	HOW DETERMINED
Ability to create and maintain good working relationships with colleagues at all levels within the organisation	Essential	Interview
KNOWLEDGE		
Working knowledge of digital maintenance systems including mobile technology	Desirable	Application
VALUES AND ATTITUDES		
Is committed to working for a non-profit making organisation	Essential	Application/ Interview
Is committed to the principles of equal opportunities	Essential	Application/ Interview
Is committed to providing a professional, customer focused service	Essential	Interview
Has a positive and proactive approach to problem solving	Essential	Interview
Is self-motivated, performance focused and committed to continuous improvement	Essential	Interview
Has the ability to work as part of a small team and with minimum supervision	Essential	Application/ Interview
Is innovative and solution focused	Essential	Interview
Can attend occasional meetings or visits outwith normal working hours	Desirable	Application/ Interview



Job Applicant Fair Processing Notice (How we use Job Applicant information)

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

About Us

Prospect Community Housing, a Scottish Charity (SC029797), a registered society under the Co-operative and Community Benefit Societies Act 2014 (229OR) and having our Registered Office at 6 Westburn Avenue, Edinburgh, EH14 2TH.

We take the issue of security and data protection very seriously and strictly adhere to the General Data Protection Regulation which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z4610401 and we are the data controller of any personal data that you provide to us.

Our Data Protection lead officer is Brendan Fowler, Director. Any questions relating to this notice and our privacy practices should be sent to enquiries@prospectch.org.uk

How we collect information from you and what information we collect

We may collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including Employment Agencies, previous employers) which include:

- Recruitment processes including information obtained from agencies which includes:
 - Your name, address, and contact details including email address and telephone number;
 - Details of your qualifications, skills, experience and work history, including start and end dates with previous employers and workplaces
 - Information about your remuneration, including entitlement to benefits such as, pay, pension and holidays
 - Your identification documents you have given us and your proof of eligibility to work in the UK
 - Information regarding whether if you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process
 - Equal opportunities monitoring information [collected and retained anonymously]
 - Background checks conditional for your engagement with us
- Current and former employers or other individuals whom you have given us permission to contact to provide us with a reference. This data will include:
 - Your work history (paid or unpaid) with them, including the dates you worked with them
 - The work tasks you did
 - Your level of responsibility
 - Job title
 - Salary on leaving
 - Time keeping
 - Reliability
 - Quality and quantity of work
 - Relationships and attitude to those you work with
 - Reason for leaving their workplace and
 - Whether they would be happy to have you work for them again.

Why we need this information about you and how it will be used

The main legal basis for processing your data is legitimate interests – it is both in your interests (as applicant) and our interests (as potential employer) to process this information.

We will also use the legal basis of legal obligations to process information regarding the following:

- to obtain checks regarding your right to work in the UK,
- health information to make reasonable adjustments to attend interview and comply with employment related law.

Sharing of your information

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- For the purposes of pre-employment checks; current and former employers
- Our professional advisors
- Any other third parties as necessary to comply with your contract of engagement and our legal and statutory obligations with third party organisations.
- Other third parties as necessary to comply with the law.

Transfers outside the UK and Europe

Your information may be processed outside of the UK or the European Economic Area (EEA).

Where this happens, we will ensure that there are adequate safeguards in place to protect your information in accordance with this notice, for example that the organisation processing the information is registered with the Privacy Shield.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. We have separate Information Technology policies and procedures in place to protect information that is held electronically, and these are available on request. Our paper records are held in our office and any personal information is stored locked and only available to authorised staff members.

How long we will keep your information

If you are successful, we will continue to use your information and will process it under our Employee Fair Processing Notice. If your application is unsuccessful we will retain your application for a period of 6 months.

Data retention guidelines on the information we hold is provided in data retention schedule which is available on request.

Your rights

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records; and
- Require us to correct any inaccuracies in your information
- To ask that the information that we hold is erased
- To ask us to restrict processing of your information
- To object to us processing your information

If you would like to exercise any of your rights above please contact us at enquiries@prospectch.org.uk

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.