



# Estates and Trades Team Assistant

## Recruitment Pack





# Contents

	Page
<b>Welcome</b>	<b>3</b>
<b>Organisation Chart</b>	<b>4</b>
<b>Mission, Corporate Outcomes, Vision &amp; Values</b>	<b>5</b>
<b>Role Details</b>	<b>6</b>
<b>Job Description</b>	<b>7-8</b>
<b>Person Specification</b>	<b>9-10</b>
<b>Fair Processing Notice</b>	<b>11-12</b>
<b>How to apply</b>	<b>13</b>

# Welcome

We hope the information in this pack gives you a sense of who we are and what we stand for. Our staff team is passionate about their work, proud of the difference they make, and united by a shared commitment to our tenants and the wider Orkney community.

At the heart of our Association is a small, dedicated Trades Team who play a vital role in supporting our tenants and maintaining our properties. Each year, this hardworking team carries out over 1,800 repairs across Orkney – everything from urgent call-outs to planned maintenance, and covering a wide range of trades. The small knit team are a vital cog and we're now looking for someone like you to join them.



This is a hands-on, varied role that sits at the core of our repair and maintenance services. You'll be responsible for delivering high-quality work across our estates and assets, contributing to the smooth running of our operations. We're looking for someone reliable, adaptable, and motivated – someone who can work well independently while also being a supportive team player. Professionalism, great communication, and a positive, problem-solving attitude are key.

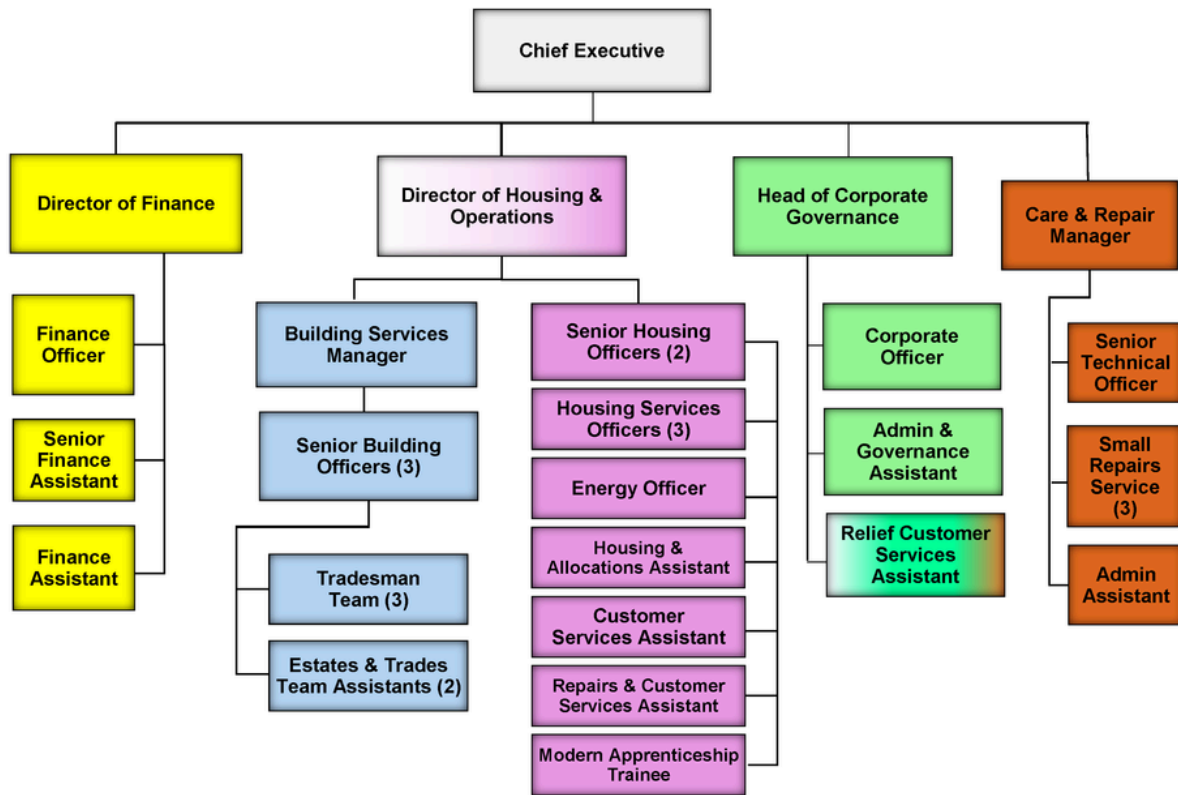
In return, we offer a dynamic working environment, with ongoing support, training, and opportunities to develop your skills. You'll be part of a team that takes pride in what they do and we'll make sure you feel valued and equipped to do your best work.

If you're ready for a new challenge, take pride in your work, and enjoy making a meaningful impact, we'd love to hear from you. Please read on to learn more about the role and our organisation. If you think you could be the right fit, we encourage you to apply.

Dean Campbell  
Building Services Manager



# Organisation Chart



April 2025



# Our Mission

Across the Association there is a real shared understanding of, and commitment to, what we are here to do:

***“We will provide good quality affordable homes and services for the benefit of the people and community of Orkney.”***

## Our Corporate Outcomes

**A Great Place to Work  
Great Customer Service  
Contributing to a Safe & Sustainable Community**

## Our Values

We are very much embedded within the Orkney community, and much of our approach to how we do business reflects our historic approach within the community. Our “5 I’s” are the principles we live by:

**Impact:** We deliver homes and services which meet the needs of, and have a positive impact on, our customers and the community.

**Involve:** We involve staff, tenants and stakeholders, listening to them and ensure their input is valued and considered.

**Intent:** We are clear what we are doing, and communicate effectively with our customers and our community, so that we each understand expectations.

**Integrity:** We act with the highest standards of integrity and respect, working within the Regulatory Standards.

**Improve:** We seek out and take opportunities to improve, through training, efficiencies, benchmarking, sharing and learning.

## Our Vision

By doing all of this, we believe that we will deliver our long-term Vision that we will be:

***“Recognised across the country as a leading housing association that provides quality affordable housing”***



# Role Details

## Estates and Trades Team Assistant

<b>Salary:</b>	<b>£26,136 to £31,656</b> (includes annual Distant Islands Allowance, currently £2,532)
<b>Contract:</b>	Permanent; Full-Time
<b>Hours:</b>	35 Hours per week
<b>Reporting to:</b>	Senior Building Officer (Reactive Repairs)

- Place of work:
  1. Office: 39a Victoria Street, Kirkwall, KW15 IDN
  2. Workshop: Skua Road, Hatston Industrial Estate, Kirkwall, KW15 1GP
- Core hours are 9am-5pm, Monday to Friday, though we operate with a Flexitime Policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 25 annual and 15 (fixed) public holidays.
- Access to shared company vehicle will be provided for the performance of duties but not for personal use.
- Salaries are paid monthly in arrears by bank credit transfer on the 28th of each month (or earlier if the 28th falls on a weekend or public holiday).
- All appointments are subject to a 6-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- This appointment will also be subject to receipt of a satisfactory Disclosure Check.
- Your notice period is 4 weeks.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

## JOB DESCRIPTION

### Statement:

You will work in a way that shows genuine commitment to providing a great quality of service for people accessing our services. This will mean demonstrating by word, action and measurement, that the views and opinions of customers are taken into account in all aspects of service delivered by you, or by those whom you manage. You will also contribute actively to the Association's "one business" approach to working with colleagues in different parts of the organisation.

### Objectives:

- To assist and support in the successful delivery of a customer orientated and effective repair service.

### Reporting to:

- Senior Building Officer (Reactive Repairs).

### Responsibilities:

- Maintain a high standard of workmanship in all delegated tasks.
- Carry out minor decoration as required.
- Ensure that high levels of customer service are delivered in line with policies and procedures.
- Assist with the repair and maintenance of the Association's estates, including small area grounds maintenance.
- Ensure the Association's vehicles, tools, equipment and premises are kept clean and in operable condition.
- Ensure that the workshop is kept in a safe, tidy and organised condition.
- Report any breaches of Health and Safety procedures, any accidents or safety related incidents that appear to give rise to a significant risk to staff, tenants or the general public.
- Assist with fire alarm and smoke detector testing and replacement program, as well as other cyclical programs.
- Communicate clearly and effectively at all levels.

### Key Tasks:

- Assist Trades personnel undertake their duties through the undertaking of minor repairs and maintenance tasks appropriate to the role.
- Carry out stairwell inspections, including basic emergency lighting checks, testing of fire alarms and completing inspection reports.
- Removal and appropriate disposal of dumped items, including manual uplifting of bulky items, from estates.
- Clearance and cleaning of void properties to assist with successful re-let of properties.
- Assist with regular inventory of stock in Association workplaces and vehicles as directed by the Senior Building Officer (Reactive Repairs).

### Other Duties:

- Undertake job-related training as necessary.
- Carry out Portable Appliance Testing (PAT) of Association equipment.
- Accurate time recording via job and time sheets.
- Effectively use relevant IT systems for record keeping.
- Any other duties consistent with the post as required by the Senior Building Officer (Reactive Repairs) or Building Services Manager.

### Authorities:

- Responsibility for procurement and other authorities in line with the Procurement Policy and Scheme of Delegations.

### Specific Conditions of Post:

- Full UK Driving Licence.
- Lone working will be required.
- The post involves work with and access to, information about children and vulnerable adults so a Basic Disclosure Scotland check is required.
- Compliance with the Data Protection Act (2018) & UK GDPR.

### Working Conditions:

Hours of Work:	Monday - Friday, 9am - 5pm with 1 hour lunch break, some out of hours work likely. A Flexi Time system is in operation.
Company Vehicle:	A shared vehicle will be provided for the performance of duties but not for personal use.
Mobile phone:	A mobile phone and potentially a tablet will be provided.
Place of Work:	Association offices, workshop and housing stock.



## PERSON SPECIFICATION

**Post Title: Estates and Trades Team Assistant**

Criteria	Essential	Desirable
<b>Skills &amp; Abilities</b>		
<ul style="list-style-type: none"> <li>Effective team player who is capable of coping with changing circumstances and demands.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Carry out maintenance and minor repair works accurately and efficiently.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Flexible, adaptable, and able to work under pressure.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Efficiently organise and manage own day to day workload under minimal supervision.</li> </ul>	✓	
<b>Knowledge and Experience</b>		
<ul style="list-style-type: none"> <li>Understanding of Health and Safety Legislation.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of dealing with the public, including sensitive situations.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Working in a challenging, pressurised environment.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Understanding of the safe use of relevant products, equipment and tools required for the role.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Understanding of COSHH.</li> </ul>		✓

### Personal Qualities

- Proactive and hard working.



- Well organised and methodical.



- Strong interpersonal communication.



- Honesty, integrity and ethical conduct.



### Other Requirements

- Full UK Driving licence.



## How we use your personal information:

Orkney Housing Association is known as a “Controller” of the personal data provided to us and is registered with the Office of the Information Commissioner (Z4942508). We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the UK GDPR and Data Protection Act 2018 (the 2018 Act), together with any domestic laws subsequently enacted.

The information we collect from you will primarily be basic personal and contact details required to carry out our major functions as a social housing provider, however there are occasions where we are required to collect data of a more sensitive nature and this will be treated with the appropriate level of confidentiality.

If you have any questions relating to this notice and our privacy practices you should contact our Head of Corporate Governance, who is the central point of contact for GDPR purposes, by email [dataprotection@ohal.org.uk](mailto:dataprotection@ohal.org.uk) or by calling the office on 01856 875253.

## The personal information we may collect about you includes:

- Personal Details: name, addresses and date of birth;
- Contact Details: home phone number, mobile number, and email address;
- Further Details: NI number, gender, ethnicity, disability, age range, signature;
- Employment and Education history;
- Employment Application Details: asylum status, criminal record declaration, potential conflicts of interests, professional qualifications and memberships.

We may also record factual information whenever you contact us or use our services, as well as information about other action we take, so we have a record of what happened.

We will not collect any personal data from you that we do not need.

## We need your personal information to:

- Meet our legal and statutory obligations including information we have to provide to regulators and statutory authorities;
- Reach and communicate a recruitment decision and produce an offer of employment where appropriate.

## Sharing of Your Information:

All personal data we process is processed by our staff in the UK. We sometimes need to share personal information with other organisations, however, where this is necessary we are required to comply with all aspects of the UK GDPR. Even when this is required, we only share data within the UK. We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

In the event of an offer being made we will request references from your named referees and will not share your personal information. We are required to share information with statutory bodies governing finance and housing sectors or for auditing and inspection purposes. However, this will be restricted to the actual information required and will mainly be viewed within the Association’s office, with strict permission set on our electronic file system to ensure use is controlled. We will also encrypt and limit the content of any files that do have to be sent either electronically or otherwise.



### Special Category Data:

There are certain occasions where it will be necessary to perform our functions as a social housing landlord for us to share information containing special categories of data. Currently the only sensitive information we share is ethnic origin, disability, gender and age range which is reported as a statistical breakdown of job applicants only, not including any actual personal data.

### Third Party Access:

Any 3rd party who the Association gives access to our electronic files is called a Data Processor as they are processing data on our behalf. Although the Data Controller and Data Processor are two separate entities, we are required to ensure all 3rd party access is given in compliance with all UK GDPR principles, and to this affect will have a 3rd party access agreement in place. Only IT maintenance/support contractors, and auditors are given controlled access to our electronic network for reasons of security, maintenance, or any specific purposes outlined in their 3rd party agreement.

### Storage of Your Personal Information:

The Association is committed to holding your personal information securely. This means only those staff that need to see it have access. Where we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure locations and are password protected. Electronic files kept on the shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information are kept in locked drawers, cabinets or rooms. Our computer systems are located at our offices in Victoria Street.

We occasionally may use computers or laptops offsite, however these are at all times secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed securely.

### Your Rights:

You are entitled to request a copy of any personal data we hold of yours. If any of the information we hold is incorrect you may request to have it corrected or deleted. You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Head of Corporate Governance who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office:

The Information Commissioner's Office -  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone – 0303 123 1113

Should an offer of employment be made a copy of the Employee Fair Processing Notice will be provided.

# How to apply

To apply for this post, please complete the application form, which can be downloaded from our website, [www.ohal.org.uk](http://www.ohal.org.uk) and return to [recruitment@ohal.org.uk](mailto:recruitment@ohal.org.uk).

For a confidential discussion regarding the role, please contact Sandy Milne, Senior Building Officer (Reactive Repairs), on 01856 875253 ext 410 or email [sandy.milne@ohal.org.uk](mailto:sandy.milne@ohal.org.uk).

**Closing date for applications is 5pm on Wednesday, 28 May 2025.**

Following this, shortlisted candidates will be contacted and invited to attend an in-person interview, to be held on Thursday 5<sup>th</sup> June.

If you are invited to attend an interview, you must provide proof of your eligibility to work in the UK, original qualification certificates and an original document which states your National Insurance number, for example P45, P60 or payslip.

**Equal Opportunities Monitoring:** If you wish to assist us in achieving a diverse workforce, and advertising our vacancies appropriately, please complete the Equal Opportunity Monitoring Form, which can be downloaded from our website, and return to [recruitment@ohal.org.uk](mailto:recruitment@ohal.org.uk). If you do not wish to complete the form, this will have no bearing on any selection decisions.

Thank you and good luck with your application.



*Orkney Housing Association is committed to Equal Opportunities in Employment.  
Scottish Charity No: SC031734*

**[www.ohal.org.uk](http://www.ohal.org.uk)**