

**MAINTENANCE AND VOIDS OFFICER  
BACKGROUND INFORMATION ON THENUE,  
THE POST AND DETAILS OF HOW TO APPLY**

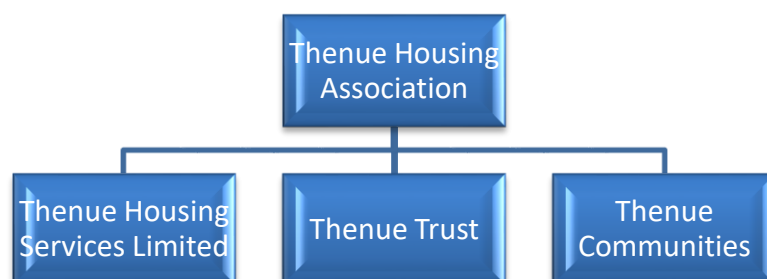
**1. INTRODUCTION AND OVERVIEW**

1.1 Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base of 3,000 properties; we own 21 supported housing properties, have around 54 sharing owners and offer a factoring service to over 800 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s ‘interwar’ flats. They are spread across several locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

All our staff are based in the registered office at 423 London Road. We have two Community Centres (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ 74 members of staff and have Group turnover of over £16.5 million. We operate a system of hybrid working incorporating both home and office based working practices as well as a Flexible First approach.

1.2 Thenue Housing operates a group structure:

- **Thenue Housing Association Limited:** owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.
- **Thenue Housing Services Limited:** a wholly owned subsidiary company through which non-charitable consultancy work other housing related activities are channelled.
- **Thenue Trust:** aims to attract charitable resources for the communities where we work.
- **Thenue Communities:** a charitable subsidiary company that manages our local community centres providing facilities for learning, training, play or social events



## **2. BACKGROUND TO THE POST**

- 2.1 The post has responsibility to assist in the delivery of an effective repairs and voids maintenance service which is responsive to the needs of the Association's staff, Board and customers. You will be responsible to the Area Services and Repairs Manager.
- 2.2 The post has responsibility for the supervision of contractors carrying out reactive repairs and maintenance works on behalf of Thenue Housing Association. You will act as a tenant liaison.
- 2.3 You will have experience in providing maintenance officer services for repairs and maintenance works including void repairs, supervision of contracts/contractors. You must have excellent IT, organisational, and communication skills and be used to dealing with confidential information.

## **3. SALARY AND CONDITIONS**

Thenue Housing Association Ltd offers an attractive rewards package in accordance with EVH terms and conditions including:

### **Salary**

The pay band range for the Maintenance and Voids Officer is EVH Grade 7, PA22 – PA25 (£36,860 - £40,475 per annum pay award pending from 1 April 2024).

### **Duration**

The Maintenance and Voids Officer post is being offered as a Fixed Term contract for 35 hours per week for 6 months.

### **Checks**

A Basic Disclosure and DVLA check will be required for this post.

### **Holidays**

Annual leave entitlement is 25 days plus 15 public holidays per annum, in line with our EVH Statement of Terms and Conditions of Employment. There are an additional 4 days leave through our Hybrid and Flexible First Policy.

### **Work/Life Balance**

Thenue promotes a work/life balance in relation to working hours. Our standard working week is 35 hours Monday to Friday. We operate a hybrid model of working where some days can be worked from home, others in the office, dependent on the needs of our business and in accordance with our Team Charters. We also operate a Hybrid and Flexible First approach which allows some degree of flexibility in terms of working hours.

### **Pensions Scheme**

Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS). The current contribution rate is 9%, split 6%:3%; employer:employee. Life cover is paid by the association in addition to the main pension contribution, resulting in an overall contribution rate of 9.45%. Automatic enrolment into the pension scheme we provide is necessary; however you may opt out if you wish. If you

do, we are required to enrol you again every three years. Additional voluntary contributions can be made.

#### **Payment of Professional Fees**

The Association will re-imburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.

#### **Prescribed Spectacles**

Thenue will contribute £104.33 as at 1 April 2023 (annual increase pending 1 April 2024) towards the cost of prescribed spectacles.

#### **Cycle to Work**

Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

## **4. THE RECRUITMENT PROCESS**

Thank you for taking an interest in Thenue Housing. We hope that a combination of this introduction and the various attachments should help you to learn more about us, the post open for recruitment and encourage you to take the next step!

When submitting your completed application, please email to [recruitment@thenuehousing.co.uk](mailto:recruitment@thenuehousing.co.uk)

Complete your Equalities Data Collection Form – [click to view](#)

Identification, work eligibility, proof of qualifications, Disclosure Scotland, DVLA and references will be requested only if you are offered the position. The offer will be subject to satisfactory checks. **Please do not include copies of your qualifications or references with your initial application**

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

The enclosed person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will not make any assumptions about the nature of your experience, skills and knowledge. It is therefore important that you provide detail of your skills and abilities within the application form.

You should consider the relevance of the information supplied in your application form, with that contained in the person specification and job description. Stating that you meet the criteria in the person specification alone does not demonstrate this to the interview panel. You should provide examples and evidence demonstrating your skills and experience.

If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification as well as your commitment to the values of Thenue.

**Please note if you are not asked to interview we are unable to provide feedback to those candidates that have not been invited to interview.**

Thenue Housing Association aims to be an equal opportunities employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us then you may contact Sharon Craig-McLeary, Area Services and Repairs Manager on 0141 550 9519.

Once completed your application form should be submitted by email to:  
[recruitment@thenuehousing.co.uk](mailto:recruitment@thenuehousing.co.uk)

Also complete the Equal Opportunities Monitoring Form – [click to view](#)

Please note that the closing date for receipt of your application is **Friday 19<sup>th</sup> April 2024 at 12 Noon**, with interviews scheduled for week commencing 29<sup>th</sup> April 2024 in our office at 423 London Road, Glasgow, G40 1AG.

**Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.**

## THENUE HOUSING ASSOCIATION LTD

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Maintenance and Voids Officer
<b>DURATION:</b>	Fixed term post for 6 months
<b>DEPARTMENT:</b>	Community Housing Services
<b>SECTION:</b>	Repairs Team
<b>GRADE:</b>	EVH Grade 7 PA22 – 25 (£36,860 - £40,475 pay award pending from 1 April 2024)
<b>ACCOUNTABILITY:</b>	Area Services and Repairs Manager / Senior Repairs & Void Officer

#### JOB OUTLINE

1. To ensure that the Association's tenanted and leased properties within designated areas are maintained to the standard of the Association within agreed budgetary levels
2. To provide advice, assistance and support to the Area Teams
3. To liaise with tenants and partner organisations
4. To undertake a range of maintenance functions including reactive, void, cyclical and major repair maintenance
5. To undertake Void inspections, Pre and Post inspect works, raise repairs and voids lines as necessary
6. To achieve the maintenance standards of the Association
7. To ensure value for money and budgetary control
8. To involve tenants in the process and liaise with owners and sharing owners where appropriate in accordance with factoring policy and procedures.
9. To assist with cover within the repairs team should this be required

#### RESPONSIBILITIES IN DETAIL

##### 1. Technical Support

- 1.1 To provide technical advice to area teams
- 1.2 To assist with requests for tenants' alterations and medical adaptations
- 1.3 To provide technical advice in the processing of insurance claims
- 1.4 Assist Area Services in carrying out Estate Management as requested by Senior Repairs/Void Officer
- 1.5 To assist Area Services and Repairs Manager in setting up/procurement of contracts and Contractors where necessary

##### 2. Liaison with Tenants and Partners

To liaise with Tenants, partners and consultants, supervise contractors and contracts

##### 3. Reactive & Void Repairs

- 3.1 Carry out pre-inspection, assessment, specification and instruction of reactive/void repairs
- 3.2 Carry out post inspections/variations where needed
- 3.3 Inspect void houses, instruct work and monitor progress to ensure relet targets are met
- 3.4 To maintain computer and paper records associated with these tasks
- 3.5 To ensure expenditure remains within budget.
- 3.6 To assist in taking calls and raising Repair/Void lines as required

#### **4. Void Repairs Processing**

- 4.1 To Liaise with the Senior Voids Officer in relation to void management and assist where necessary
- 4.2 To receive and process void repairs requests and issue job orders in accordance with Thenue's policies and procedures.
- 4.3 To regularly monitor progress with works against target completion timescales in accordance with procedures
- 4.4 To assist the Area Services & Repairs Manager in the review and implementation of policy and procedures.
- 4.5 To assist the Area Services and Repairs Manager to ensure continuous improvement in the delivery of the service.
- 4.6 To process contractor invoices in accordance with procedural guidelines as requested
- 4.7 To liaise with contractors and external agents to ensure repairs are carried out within timescales.

#### **5. Performance Monitoring**

- 5.1 To meet performance standards with regard to repairs and maintenance
- 5.2 To participate in assessing contractor performance
- 5.3 To participate in monitoring maintenance standards
- 5.4 To liaise with contractors as required and to ensure instructed repairs are responded to within timescales

#### **6. Budgets**

- 6.1 Checking contractors' accounts prior to authorisation by Area Manager/Senior Repairs/Void Officer as requested
- 6.2 To participate in monitoring and setting maintenance budgets

#### **7. General**

- 7.1 To prepare reports for the local Area Committee and attend meetings including some out of normal working hours as required.
- 7.2 Any other duties which may be required from time to time in line with the needs and objectives of the Association.

#### **8. Approach to Tasks & Activities**

- Put the customer first and aim to "go the extra mile".
- Prioritise your own workloads, time and resources to agreed deadlines
- Be flexible and adaptable and be able to work under pressure
- Demonstrate energy and commitment
- Display excellent communication skills
- Effectively use relevant software for tasks
- Look for solutions, not just problems.
- Be flexible in approach to working hours
- Be able to cope calmly with competing demands
- Constructively liaise with other sections and departments
- Embrace change.

**PERSON SPECIFICATION: MAINTENANCE AND VOIDS OFFICER**

EDUCATION, SKILLS, KNOWLEDGE, EXPERIENCE AND PERSONAL ATTRIBUTES		Essential	Desirable
<b>EDUCATION &amp; QUALIFICATIONS</b>			
Good general education		✓	
HNC, City & Guilds or SCQF in a Technical / Trade related subject or equivalent			✓
<b>SKILLS &amp; KNOWLEDGE AND EXPERIENCE:</b>			
EXPERIENCE	Experience of working within a social housing environment		✓
	Proven experience of providing maintenance officer services for reactive and void repairs, (carrying out assessments, inspections of works, property inspections and surveys)	✓	
	Small scale project management/co-ordination	✓	
	Communicating with tenants, contractors and the public	✓	
	Administration, processing, record keeping, mobile working, management information systems	✓	
	Experience of working in partnership with a range of contractors and external agencies	✓	
	Experience of working in the building or related industry with a trades or technical background	✓	
	Experience of data recording, processing, records management, mobile working in relation to property or void management functions		✓
KNOWLEDGE	Familiarity with social housing policy standards and regulation in relation to Property Management		✓
	Good knowledge of the technical aspects of housing construction and the construction industry	✓	
	Good knowledge of Health & Safety good practice pertaining to property management and compliance	✓	
	Knowledge of Scottish Housing Quality Standards (SHQA)		✓
SKILLS	IT - able to use Microsoft office competently	✓	
	Good verbal/written communication skills	✓	
	Ability to work as part of a team and on own initiative	✓	
	Evidence of being able to prioritise workloads, time and resources to agreed deadlines and budgets	✓	
	Evidence of being flexible and adaptable, and able to work under pressure	✓	
<b>PERSONAL ATTRIBUTES</b>			
Has an assertive, confident and pro-active approach		✓	
Ability to think creatively to solve problems		✓	
Flexible in approach to working hours, including attending evening meetings		✓	
<b>OTHER</b>			
Full current driving licence		✓	
Access to a car for business use		✓	
Prepared to travel and work across all our areas		✓	

# Thenue Housing Association

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## Employee Fair Processing Notice

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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.

1. Thenue Housing Association and its subsidiaries (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer (DPO) is Arlene Robertson, any questions relating to this notice, and our privacy practices, should be raised with her.

2. We collect the following information from you, both from information you have supplied or from third parties such as banks, the DWP and Trade Unions. We collect the following:
  - (a) Name
  - (b) Date of Birth
  - (c) Address
  - (d) Telephone Number
  - (e) E-mail address
  - (f) NI number
  - (g) Personal characteristics such as gender and ethnic group
  - (h) Qualifications
  - (i) Absence information
  - (j) Details concerning health or any disability
  - (k) Passport/birth certificate
  - (l) Driving licence
  - (m) Criminal conviction forms

We collect and use the above information and personal data for:

- (a) Administration of contracts of employment
- (b) Payment of salaries
- (c) Recruitment and selection
- (d) Pensions and associated benefits
- (e) Appraisal, training and development
- (f) Membership of professional bodies



- (g) Health, safety and wellbeing
- (h) Equality monitoring
- (i) Eligibility to work in the UK

3. 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:
  - To process your salary payments;
  - To allow your pension provider to process pensions information and handle your pension;
  - To allow your electronic payslips to be produced and issued to you;
  - If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.
4. Your information will only be stored within the EEA (European Economic Area).
5. When you give us information we take steps to make sure that your personal information is kept secure and safe. All staff files are held in a locked cabinet when in paper format, and in a password protected folder/Sage HR when in electronic format.
6. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.
7. 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
8. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the DPO.
9. You 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: 0303 123 1115**  
**Email: [Scotland@ico.org.uk](mailto: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 personal and contact details.