

6th September 2023

Dear Applicant

Application Pack for Post of Maintenance Officer (1 Year Fixed Term)

Please complete and return the enclosed application form and return by5pm on Monday 25th September 2023.

Interviews are planned for Monday 2nd October 2023.

Please note CVs will NOT be accepted for this position.

Yours faithfully

Erica Davidson

CEO

KNOWES HOUSING ASSOCIATION

JOB DESCRIPTION

|  |  |  |
| --- | --- | --- |
| **JOB TITLE:** | Maintenance Officer (1 Year Fixed Term) | **GRADE:** EVH Grade 7 |
| **ACCOUNTABLE TO:** | Head of Property Services, Chief Executive Officer and Management Committee |  |
| **REPORT TO:**  **DATE LAST REVIEWED:** | Head of Property Services  September 2023 |  |

## OBJECTIVES OF THE POST

The Maintenance Officer is responsible for assisting the Property Services Team in providing an efficient and effective property maintenance function for the Association’s planned/major repairs, the cyclical and day to day maintenance programmes.

**ROLE OF TEAM**

The Property Services Team consists of the Head of Property Services, two Maintenance Officers, Repairs Officer, Repairs Assistant, Property Services Assistant and a Property Services Apprentice. The team is responsible for delivering the repairs and maintenance function for the Association. This involves receiving ordering and inspecting repairs, procuring maintenance contracts and managing them to a conclusion, processing invoices, contractor appointment and liaison, and effective communication with our customers. The team deal with all insurance claims, adaptations, gas maintenance, and compliance with relevant legislative and regulatory guidelines, policies and procedures.

**PRINCIPLE DUTIES – General**

|  |  |
| --- | --- |
|  | Acting as Clerk of Work on all maintenance contracts, including maintaining a log and diary of visits and produce written reports on progress and quality. |
|  | Preparing briefs and detailed specifications for various works to allow cost to be obtained. |
|  | To carry out inspection for mortgage to rent and buy back properties within the timescales in the procedure. |
|  | Monitor the quality for reactive repairs and maintenance contracts in such a way as to maximise value to the Association. |
|  | Assist in ensuring that the Association complies with relevant health and safety legislation, CDM regulations, asbestos management legislation and all other legislation relating to the monitoring and maintenance of the Association’s properties. |
|  |  |
|  | Carry out pre and post inspections within the Association’s agreed timescales and issue clear instructions. |
|  | Manage contractors working in Association’s properties. |
|  | Attend and report at contract progress meetings and pre-start meetings. |
|  |  |
|  | Contribute to the review of policies as required to ensure compliance with all legislation and good practice. |
|  | Work as part of the Property Services Team contributing to the review of service delivery and making the necessary improvements to the process and practices. |
|  | Contribute to the outcome of the Association’s Life Cycle Programme. |
|  | Carry out SHQS inspections. |

**VOIDS**

|  |  |
| --- | --- |
|  | Carry out pre end of tenancy inspections and identify recharge repairs. |
|  | Carry out void property inspections within the target timescale, monitor progress and post inspect on completion. |

## OTHER

|  |  |
| --- | --- |
|  |  |
|  | Contribute to the preparation of annual budgets. |
|  | Deal with customer enquiries regarding recharge repairs or void recharges. |
|  |  |
|  | Advise the Head of Property Services on any future major repairs required. |
|  | Provide information and advice to customers in accordance with legislation and good practice. |
|  | Contribute to meeting the aims and objectives of the Business Plan. |
|  | Undertake training as necessary to ensure awareness of current legislation. |
|  | Any other duties specified by the Head of Property Services and CEO which would be considered reasonable for a staff member to undertake. |

|  |  |
| --- | --- |
|  |  |

PERSON SPECIFICATION

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Skills & Abilities | * Building, construction, housing or relevant professional qualification * Accurate and informative report writing * Good verbal and written communication skills * Skilled in use of Excel and Word * Self-motivated * Ability to work to deadlines * Confidence in communicating with tenants and other members of the public * Able to demonstrate initiative and flexibility in managing workload | * Good presentation skills |
| Experience | * Experience in maintenance or construction industry * Working with contractors and consultants in a team environment * Contract supervision | * Experience of working within a Housing Association environment |
| Knowledge | * Technical specifications and building standards * Control of asbestos regulations * Gas safety legislation * Working knowledge of Microsoft Word and Excel computer packages * CDM Regulations and other relevant Health & Safety standards * Working knowledge of Microsoft computer packages | * Sustainability in housing design and construction * Knowledge of computerised repair system |
| Values/Attitudes | * Demonstrate a knowledge of equal opportunities principles and practice * Committed to continuous improvement * Customer focused * Professional approach, displaying honesty and integrity * Respect for customers and colleagues |  |
| Other requirements | * Full driving licence and use of own car | * Familiar with the principles of community regeneration and wider role |



For Office use only:

**IN CONFIDENCE**

**PLEASE COMPLETE ALL SECTIONS**

**CV’s will not be accepted as substitutes for incomplete information.**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

The information provided within your application form will be processed in accordance with the Data Protection Act 1998 and GDPR Regulations 2018

**Post Applied For: 1 year fixed term Maintenance Officer**

**Closing date for receipt of applications is: 5pm on Monday 25th September 2023**

**Applications received after this time will NOT be considered**

***Personal Information***

|  |
| --- |
| Title: Surname: First Name:  Address for Correspondence:  Postcode:  Private Telephone Number: Mobile Number:  E-mail Address:  Your Daytime Telephone Number (on which a message may be left): |

***Committee Members***

|  |
| --- |
| Are you related to a member of our Management Committee  **YES NO**  **Please Note:** If you are related to a member of our Committee or someone who has been a member of our Management Committee in the past year, we are unable to progress your application as it is against the Entitlements, Benefits and Payments Policy and Rules to employ someone who is related to a Committee Member or has been a member of our Management Committee in the past year |

***Relationship to Staff Members***

|  |
| --- |
| If you are related to any employee of Knowes Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details: |

***Assistance for people with disabilities***

|  |
| --- |
| We are committed to being an Equal Opportunities Employer and do not discriminate in any way.  If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt, for you, if you are called to interview or if successfully employed? Please give details below. |

***Referees***

|  |  |
| --- | --- |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Knowes Housing Association does not accept references from family members.  **Referees will not be approached prior to a conditional offer being accepted.** | |
| Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  **May we contact this referee prior to interview**  **YES NO** | Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  **May we contact this referee prior to**  **interview**  **YES NO** |

***Asylum & Immigration Act 2006***

The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the EU. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the EU. Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document [or combination of documents] indicated by the Act.

Do you currently have the right to work and live in the EU? **YES/NO** (please delete as appropriate)

***Declaration***

I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Post Applied For: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For Office use only:

***Secondary Education (please list subjects passed)***

|  |  |  |  |
| --- | --- | --- | --- |
| Standard/’O’Grade  or equivalent | Grade | Higher Grade  or Equivalent | Grade |
|  |  |  |  |

***Further Education***

|  |  |  |
| --- | --- | --- |
| University or Further Education Establishment | Course(s) &  Subjects Studied | Degrees, Diplomas, Certificates Obtained |
|  |  |  |

***Professional Qualifications***

|  |  |
| --- | --- |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution etc |
|  |  |

***Training Courses***

***(Please give details of any relevant short courses or training undertaken)***

|  |  |
| --- | --- |
| Course(s) Undertaken | Provider(s) |
|  |  |

***Driving Licence***

Do you possess a full current driving licence? **YES/NO** (please delete as appropriate)

Do you have access to a car for work purposes? **YES/NO** (please delete as appropriate)

Are you insured for Business purposes? **YES/NO** (please delete as appropriate)

***Present or Most Recent Employment***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name & Address of  Employer | Date From: |  | | Date To: |  |
|  | Position Held: | |  | | |
|  | Salary and other benefits/payments | |  | | |
|  | Notice Required: | |  | | |
|  | Reason for Leaving: | |  | | |
| Nature of Post (please describe your main duties): | | | | | |

Please continue on a separate sheet if necessary

***Previous Employment History (In order of most recent first) (Please include all employment since leaving school or further education)***

|  |  |
| --- | --- |
| Years from – to |  |
| Employer name & address |  |
| Position held |  |
| Main duties |  |
| Reason for leaving |  |
| Years from – to |  |
| Employer name & address |  |
| Position held |  |
| Main duties |  |
| Reason for leaving |  |
| Years from – to |  |
| Employer name & address |  |
| Position held |  |
| Main duties |  |
| Reason for leaving |  |

*Please continue on a separate sheet if necessary.*

***Additional Information***

|  |
| --- |
| **Please outline your relevant skills and experience for the post you are applying. Please ensure you relate your skills and experience to the job description and person specification. Continue on a separate sheet if necessary:** |

***Rehabilitation of Offenders Act 1974***

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

***Canvassing***

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

***Confirmation of Qualifications***

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

***Advertisement Source***

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Completed forms should be returned by e-mail to:** [**edavidson@knowes.org**](mailto:edavidson@knowes.org)

You should receive an acknowledgement of receipt of your application within 72 hours of sending your application to Knowes HA.

**If you do not receive an acknowledgement, please telephone**

**our office on 01389 877752, option 5.**

**Please note: the closing date/time for receipt of applications is 5pm on Monday 25th September 2023. Applications received after this time and date WILL NOT be considered.**

**The planned interview date for this post is Monday 2nd October 2023.**

 **Equality, Diversity, and Inclusion Monitoring Form**

**Information for those completing the form**

**Why are we asking for equality information?**

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

**What do we do with equality information?**

We use equality information for a range of purposes, including to help us to:

* protect and promote your rights and interests;
* promote equality objectives across our services;
* identify and address our customers’ needs, and improve our services; and
* identify and eliminate any form of discrimination.

**Do you need to answer every question?**

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

We may ask for some information in other forms where this is required by law. For example, where we need to know your age if you are applying for a home as only those over 16 years old can be registered on our housing list.

**How do we process your equality information?**

We process equality information strictly in line with data protection law, including by:

* processing your equality data confidentially;
* restricting access only to relevant staff members;
* retaining equality information only as long as necessary;
* sharing data only as lawfully permitted; and
* destroying data securely.

**Who do we gather equality information about?**

We gather equality information from:

* people who apply for a home;
* tenants;
* people who apply for a job with us;
* our employees;
* board and committee members; and
* elected members (in case of local authorities)

**Other formats**: We can provide this document in alternative formats and languages if required and more information to help you to complete the form is available [info@knowes.org](mailto:info@knowes.org) .

**Age**

***Alternative format:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please tick the band for your age:** | 16–24 |  | 25–34 |  |
| 35–44 |  | 45–54 |  |
| 55–65 |  | 65+ |  |
| Prefer not to say |  | | | |

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Buddhism: | | | | |  |
| Christianity | | | | |  |
| Catholic: |  | Protestant: |  | Other: |  |
| Hinduism: | | | | |  |
| Islam: | | | | |  |
| Judaism: | | | | |  |
| Sikhism: | | | | |  |
| Other religion (please state what this is): | | |  | | |
| No specific belief in religion (for example, atheism or agnosticism): | | | | |  |
| Other belief (for example, humanism): | | | | |  |
| Prefer not to say | | | | |  |

Disability

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you a disabled person? | Yes |  | No |  |

If yes, please tick the box which category you would use from the following list:

|  |  |  |
| --- | --- | --- |
| Autoimmune: (for example, multiple sclerosis, HIV, Crohn’s/ulcerative colitis) | |  |
| Learning difficulties: (for example, Down’s Syndrome) | |  |
| Mental health issue: (for example, depression, bi-polar) | |  |
| Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia) | |  |
| Physical impairment: (for example, wheelchair-user, cerebral palsy) | |  |
| Sensory impairment – hearing impairment | |  |
| Sensory impairment – visual impairment | |  |
| Other: If none of the categories above apply to you, please specify the nature of your impairment. | |  |
| Prefer not to say |  | |

Ethnicity

Please tick the box that best describes your particular ethnic group:

**African**

|  |  |  |
| --- | --- | --- |
| African, African Scottish or African British: | |  |
| Other African background (please specify): |  | |

**Asian, Scottish Asian or British**

|  |  |  |
| --- | --- | --- |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British: | |  |
| Indian, Indian Scottish or Indian British: | |  |
| Pakistani, Pakistani Scottish or Pakistani British: | |  |
| Chinese, Chinese Scottish or Chinese British: | |  |
| Other Asian background (please specify): |  | |

**Black or Caribbean**

|  |  |
| --- | --- |
| Caribbean, Caribbean Scottish or Caribbean British |  |
| Black, Black Scottish or Black British |  |
| Other Caribbean or Black background (please specify) |  |

**Mixed groups**

|  |  |
| --- | --- |
| Mixed or multiple ethnic group (please specify) |  |

**White**

|  |  |
| --- | --- |
| English |  |
| Gypsy Traveller |  |
| Irish |  |
| Polish |  |
| Roma |  |
| Scottish |  |
| Welsh |  |
| Other British |  |
| Other group (please specify your ethnic group) |  |
| Prefer not to say |  |

Marriage and civil partnership

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you presently in a civil partnership? | Yes |  | No |  |
| Are you presently married? | Yes |  | No |  |
| Prefer not to say | | | |  |

Pregnancy and maternity

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you pregnant? | Yes |  | No |  |
| Have you taken maternity or paternity leave in the past year? | Yes |  | No |  |
| Prefer not to say | | | |  |

Sex

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| What is your sex? | Female |  | Male |  | Intersex |  | |
| Prefer not to say | | | | | | |  |

Gender re-assignment (trans/transgender)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Do you consider yourself to be a trans person? | Yes |  | | No |  |
| Prefer not to say | | |  | | |

Sexual orientation

**What is your sexual orientation?**

|  |  |  |
| --- | --- | --- |
| Bisexual | |  |
| Gay man | |  |
| Heterosexual/straight | |  |
| Lesbian/ gay woman | |  |
| Other | |  |
| Prefer not to say |  | |

**Employee Fair Processing Notice**

(How we use employee 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.

1. Knowes Housing Association (“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 Z5301532 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Claire Beckley, RGDP LLP, Level 2, One Edinburgh Quay, 133 Fountainbridge, Edinburgh, EH3 9QG, Tel No. 0131 222 3239.

Any questions relating to this notice and our privacy practices should be sent to our DPO.

1. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including Employment Agencies, pensions service): We will ask for your explicit consent to collect sensitive personal data.
2. Name
3. Date of Birth
4. Address
5. Telephone Number
6. E-mail address
7. NI number
8. Personal characteristics such as gender and ethnic group
9. Qualifications
10. Absence information
11. Marital status
12. Medical history
13. Next of Kin

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

* 1. Administration of contracts of employment
  2. Payment of salaries
  3. Recruitment and selection
  4. Pensions and associated benefits, appraisal, training and development
  5. Membership of professional bodies
  6. Providing information to the Scottish Housing Regulator
  7. Reporting to Knowes Management Committee
  8. Audit purposes
  9. Insurance

1. 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 monthly 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;
* Audit purposes
* To provide personal and company insurance
* If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

1. Your information will only be stored within the UK and EEA
2. When you give us information we take steps to make sure that your personal information is kept secure and safe. Please refer to Knowes Data Protection Policy
3. 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 (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Data retention guidelines on the information we hold is provided in our Data Protection Policy within the staff handbook.

1. 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

1. 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 our DPO

You have the right to complain to the Information Commissioner’s Office in relation to our use of your information.

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.