



SPIREVIEW
HOUSING ASSOCIATION

Maintenance Assistant

Recruitment Pack



www.spireview.org.uk

Welcome...

Dear Candidate,

Thank you for your interest in the role of Maintenance Assistant. I appreciate your time and hope that the information within the pack provides you with a feel for what it is like to be part of the Spire View Team.

The team at Spire View pride themselves on providing a supportive and encouraging environment and always striving to do the very best for each other and all of our stakeholders. Our staff are passionate about what they do, in an environment that has a shared vision and values that will hopefully align to your own values, and this is your opportunity to find out more about Spire View to see if we are a fit for you.

If you would like to find out more about us in terms of our staff team, Committee, homes, services, customers and our future plans, please email me at margaretbrownlie@spireview.org.uk and I will arrange a suitable time for a confidential chat.

This role falls within our small Maintenance team, on a permanent basis, and involves working 35 hours per week over 5 days. The post holder will be responsible for working alongside other team members to ensure that the Association provides a high quality repairs service for our tenants and factored owners as well as ensuring that the Association meets compliance requirements in relation to gas and electric safety.

We are looking for someone who is flexible, self-motivated and a team player. The key skills required to successfully fulfil the role are being able to provide a high level of customer service, plan, prioritise work and ensure all repairs and compliance activity is progressed efficiently, timeously and to a high standard.

The ideal person will have previous experience of working in a similar post, the ability to manage a busy workload, good communication skills and be the kind of person who wants to do the best for themselves, their colleagues and most importantly, our tenants.

If after reading the job advert and details, you are excited about the possibility of fulfilling this role then I would encourage you to apply.

Thank you,

Mags Brownlie

Depute Director



About Spire View

Spire View Housing Association is a registered Scottish charity and social landlord providing great quality housing in Royston in the Northeast of Glasgow.

Founded in 1989 as James Nisbet Housing Co-op and following a merger in 2002, we changed our name to Spire View Housing Association. We strive to provide high quality housing and responsive customer service to ensure that we place communities and people at the heart of everything we do.

After a successful transfer of engagements from Copperworks Housing Association to bring the two associations together, we are now responsible for delivering the homes and services previously provided by Copperworks. This has brought the total number of properties for Spire View Housing Association to 852 properties.

Spire View owns and manages Roystonhill Community Hub which runs for the benefit and betterment of the Royston community and beyond.



Our Vision and Values

Our Vision

To be the landlord of choice of Royston, working with our customers, community and local stakeholders to create a neighbourhood where people choose and are happy to live. Great service and value for money are at our core and we will continue to strive relentlessly to balance both.

Our Mission

To provide locally based high quality, affordable housing and services which will contribute to the well-being of the community we serve.

Our Values

Will shape how we do business to achieve our mission vision and strategic objectives set out in our Business Plan.

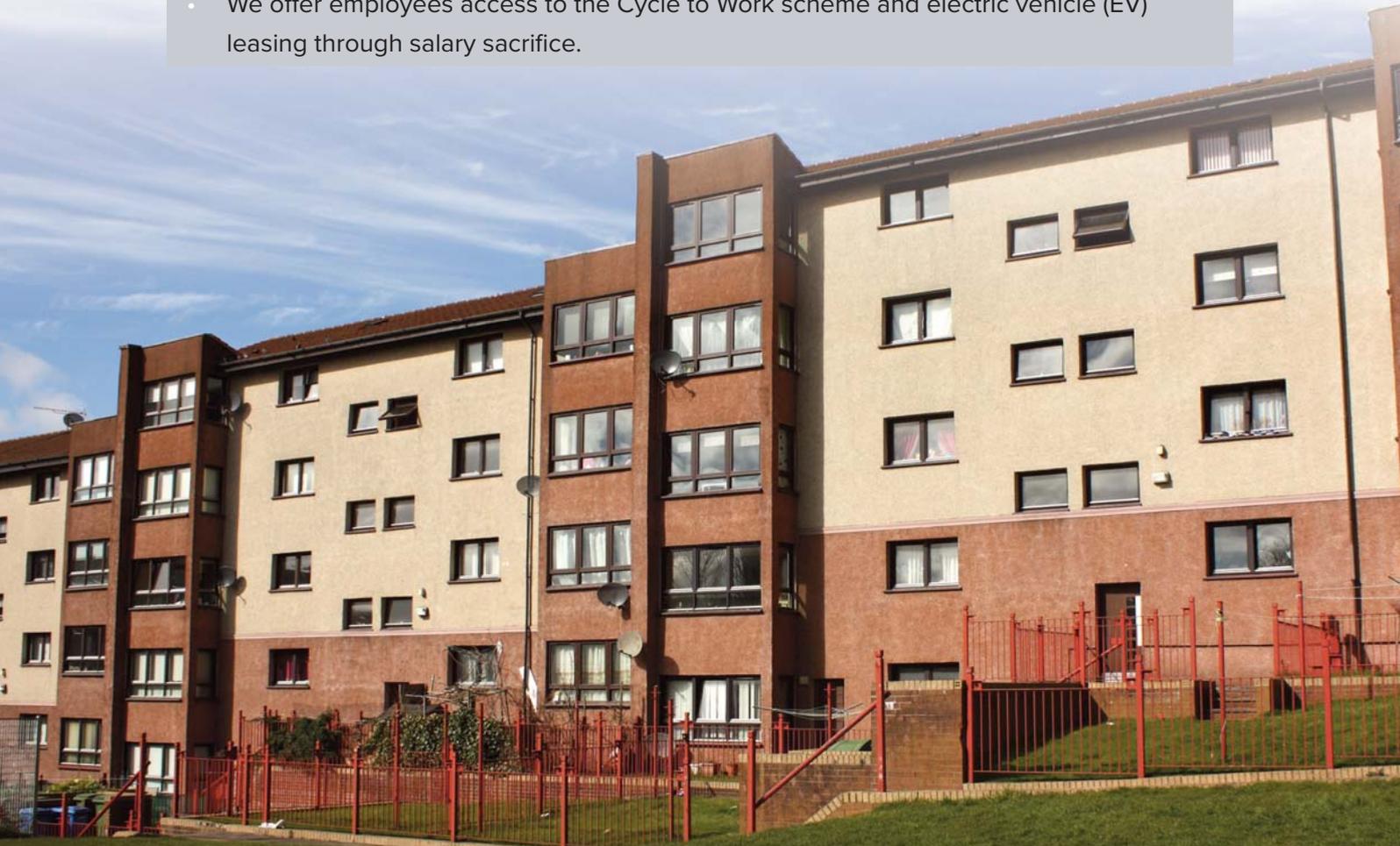


People Benefits

At Spire View, we consider work/life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace.

Below is the range of people benefits that Spire View offers:

- Flexible Working Environment
- Counselling Service
- Learning and Development Culture
- Family Friendly Policies
- Professional Membership Fees
- Teambuilding Sessions
- Staff involvement in developing the organisation
- We offer employees access to the Cycle to Work scheme and electric vehicle (EV) leasing through salary sacrifice.



Job Description

Maintenance Assistant



Job Description	Maintenance Assistant
Responsible to	Depute Director
Salary and grade	EVH Grade 5 (Spinal points PA13–PA16)

1 Job Outline

- 1.1 To deliver an effective and efficient maintenance and property management service for all properties managed by the Association, in accordance with the Association's Policies, legal and regulatory requirements, and help achieve the Association's aim to provide great quality local housing.
- 1.2 To provide a courteous and responsive repairs and maintenance service to tenants and owners of the Association, to help identify and act on maintenance priorities and to help maintain the highest possible standards of properties.
- 1.3 To undertake all maintenance administrative processes, including reactive repairs, planned maintenance activities and routine cyclical maintenance for the Association.

Main Duties

2 Maintenance Administration

- 2.1 To act as the first point of contact for enquiries regarding reactive repairs, adaptations, ground maintenance, component replacement programmes and the administration of tenant/owner rechargeable repairs.
- 2.2 Responsible for raising work orders in line with SVHA's relevant policies for tenants, either directly from tenants calls or as instructed by Maintenance Officers (MO) or other SVHA staff.
- 2.3 Identify examples of works for pre-inspections, raising requests and/or pass to MO for further action and liaise with the Estates Caretaker regarding progressing relevant works.
- 2.4 Liaise with customers and contractors ensuring that information is accurate and timely and that customers are kept fully informed of plans, progress and intended outcomes.
- 2.5 To instruct contractors as appropriate on routine repairs or gas safety matters.
- 2.6 Record all tenant/owner recharges and issue invoices in accordance with policies and procedures.

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- 2.7 Pursue recharge debt in accordance with policies and procedures, ensuring all recharge information is kept up to date and available for colleagues.
- 2.8 Monitor and maintain relevant maintenance records and data bases. To highlight any areas of concern regarding data trends or anomalies.

3 General Duties

- 3.1 Provide the first point of contact for general maintenance enquiries.
- 3.2 Assist as required in delivering the outcomes of the Association's Repairs and Maintenance Policies in accordance with agreed performance targets for repairs timescales and legal compliance matters where applicable. Working to achieve and maintain high levels of tenant satisfaction.
- 3.3 Produce regular routine reports and interrogate and review data from recharge reports for senior staff and SVHA's Management Committee.
- 3.4 Monitor the Association's performance against gas servicing standards and liaise effectively with the gas servicing contractors to ensure safety checks are carried out in accordance with policy and legislation.
- 3.5 Create and maintain relevant database records as required. E.g. day-to-day repairs, cyclical works and adaptations producing information as requested from colleagues.
- 3.6 To deal with routine front-line complaints in accordance with SVHA's Complaints Policy and Procedures.
- 3.7 Update property diary records as required or as instructed by colleagues.
- 3.8 Provide front counter (customer facing) support as/when required and as directed by senior colleagues.
- 3.9 To support colleagues in producing articles for tenant newsletters, engagement events and tenant satisfaction surveys.
- 3.10 To carry out any other administrative duties as may reasonably be requested by colleagues.

This Job Description will be subject to periodic review as the needs of the Association change.

Revised November 2024

Person Specification

Maintenance Assistant



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Responsible to	Depute Director
Salary and grade	EVH Grade 5

Essential Criteria

Experience

- Experience working in a customer focussed maintenance or technical services environment and working with customers and colleagues to help improve customer delivery and satisfaction.
- Experience taking ownership and delivering tasks and objectives within allocated timescales and to a high standard.
- Working under pressure, co-ordinating and prioritising a varied workload to meet deadlines and timescales.
- Analysing information and taking responsibility for decision making within areas of maintenance responsibility.
- Delivering administrative support to colleagues and maintaining an efficient and effective maintenance and repairs function.

Skills & Abilities

- Able to deal effectively with the public and deliver high standards of customer service.
- Proficient using MS Office packages, IT information systems, databases and spreadsheets.
- Good communication skills, an attention to detail and well-developed literacy and numeracy skills.
- Organised, efficient and flexible approach to work.

Knowledge

- Office based working, familiar with maintenance and repairs administration and policies and procedures.
- Routine maintenance and repairs trades/tasks.
- Customer Service Standards.
- Literacy and numerical knowledge, routine correspondence.

Education

- Qualifications to include English at National 5 (or equivalent) and Maths at National 4 (or equivalent) or above.

Other

- A demonstrable commitment to tenant and resident involvement.
- Respect for colleagues and a commitment to Diversity & Equal Opportunities.
- Flexibility to work hours out with the usual routines if required.
- Personal resilience, self-awareness and willingness to learn.
- An approachable, personable, polite and courteous manner.
- Highly self-motivated and conscientious. Takes ownership/accountability for decisions and actions, uses own initiative to solve problems.
- Commitment to the housing movement ethos and the concept of community control and serving the community.
- Commitment to continuous improvement.
- Confident, patient and able to remain calm in difficult situations.
- Flexibility and ability to respond to and adapt quickly to change.

Desirable Criteria – Education, Knowledge, Experience and Skills

- A relevant qualification – at HNC/HND level or above.
- Evidence of continued professional development in related areas.
- Previous experience of working within a Housing Association or Co-operative.
- Willingness to participate in training / further education relating to the post.

Revised November 2024

Summary of Terms & Conditions of Service

Maintenance Assistant



Job Title:	Maintenance Assistant
Salary Scale:	EVH Grade 5 PA13– PA16, £30,250 - £33,617
Hours of Work:	Full time based on 35 hours per week, Monday - Friday. Our current office hours are 9am-5pm Mon to Thursday (45 mins lunch). 9am to 3.30pm Friday (30 mins lunch). There may be occasional requirements to work out with normal office hours.
Leave Entitlement:	25 days annual leave. 15 days public holiday.
Place of Work:	Spire View Housing Association 43 Tharsis Street, Roystonhill, Glasgow, G21 2JF Or any other reasonable location.
Notice Period:	One month
Salary Payment:	Paid directly on the 28th of the month by BACS
Pensions Arrangements:	Defined Contribution Scheme with Life Assurance Cover. Employers' contribution is 10.45% and Employee contribution is 5%. Life Cover = 3 x annual salary.
Allowances:	Casual car allowance mileage in accordance with current rates.
Professional fees:	Fees to relevant Professional Bodies will be paid in line with EVH Conditions of Service.
Learning & Development:	Spire View promotes a culture of sharing knowledge and skills and promoting and supporting continuous professional development.
Working for Spire View HA:	At Spire View we have an open and flexible approach to the way we work to deliver our services. We provide a supportive working environment to ensure our employees get their work/life balance right.
Additional Information	Spire View are full members of Employers in Voluntary Housing (EVH). Continuity of employment applies if joining from another EVH member. (Details confirmed on appointment). We offer employees access to the Cycle to Work scheme and electric vehicle (EV) leasing through salary sacrifice. This is a summary for information purposes only and is not intended to be contractual. Full Terms and Conditions of Service will be provided at recruitment.



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Spire View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014.
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