

Trades Person

Recruitment Pack



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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.

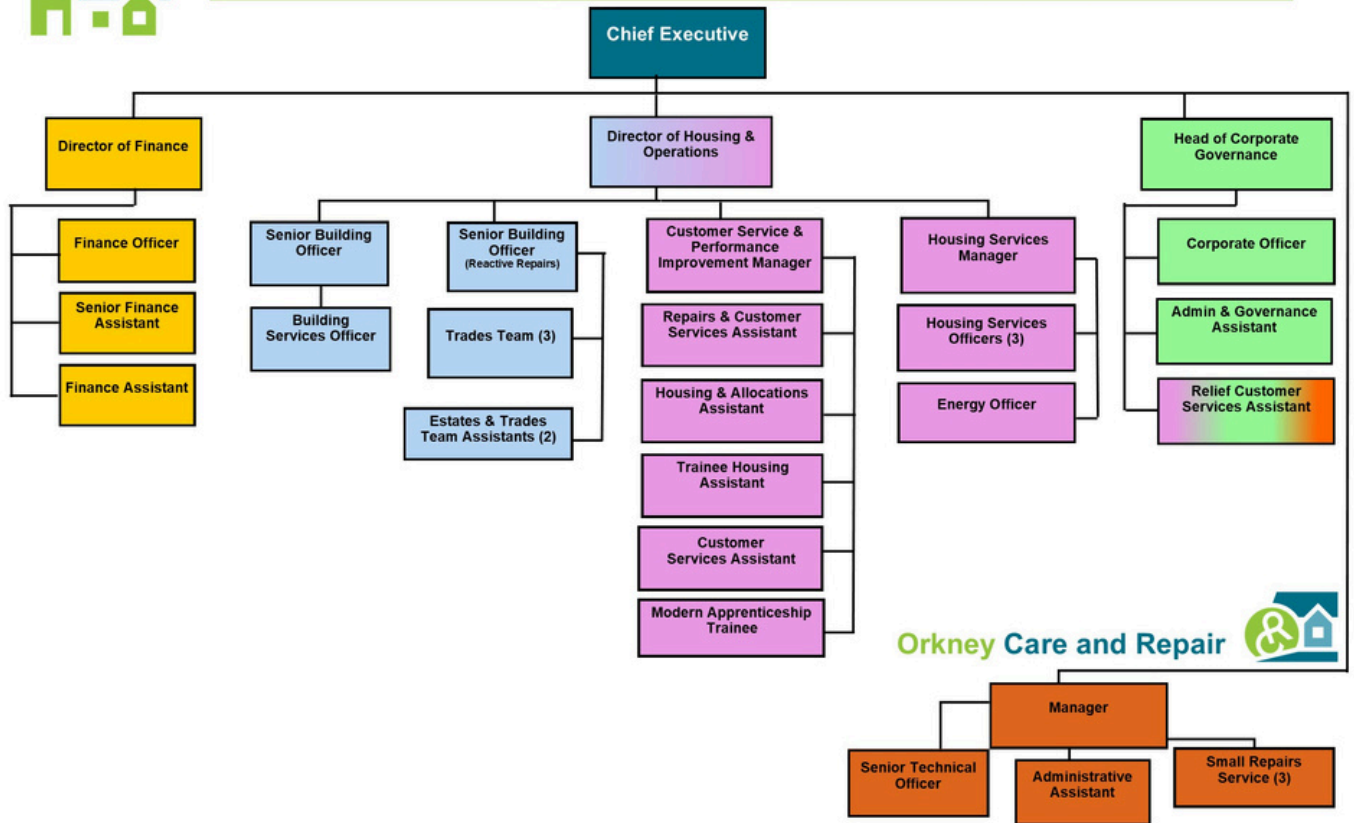
If you're ready for a new challenge, take pride in your work, and enjoy making a meaningful impact, we'd love to hear from you. Please read on to learn more about the role and our organisation. If you think you could be the right fit, we encourage you to apply.

Sandy Milne
Senior Building Officer (Reactive Repairs)

Organisation Chart



Orkney Housing Association



August 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

Trades Person

Salary:	£31,656 to £37,277 (includes annual Distant Islands Allowance, currently £2,532)
Contract:	Permanent; Full-Time
Hours:	35 Hours per week
Reporting to:	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 a Flexitime Policy enabling you to determine your working pattern in line with operational needs. Occasional out of hours work may be required.
- Annual leave entitlement of 8 weeks split between 25 annual and 15 (fixed) public holidays.
- A 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.

Objective of Post:

- To enable the Association to deliver a high quality, cost effective repairs service to its customers.

Reporting to:

- Senior Building Officer (Reactive Repairs)

Responsibilities:

- To carry out repairs and maintenance of the Association's tenanted properties throughout Orkney.
- To carry out repairs to vacant homes in accordance with the Association's Relet Standards.
- Ensure the Association's vehicles, tools and equipment are kept clean and in good operable standard.
- Assist with monitoring the condition of the Association's housing stock and the implementation of its planned maintenance programmes.
- To ensure safety equipment such as smoke detectors provided in Association properties, is monitored and maintained in accordance with regulatory requirements.
- Ensure the workshop is kept in a safe and tidy condition.
- To work in accordance with industry best practice and Health & Safety Guidance.

Key Tasks:

- Assessment and undertaking of reactive repairs to the inside and outside of tenants homes.
- Carrying out vacant property repairs.
- Undertake appropriate testing and servicing of Association installed equipment within properties to the post holder's skills and abilities.
- Assist with property inspections as required.
- Undertake proactive estate maintenance and carry out house stock condition surveys.
- Undertake minor adaptations to properties to meet tenant requirements as instructed by an Occupational Therapist or similar medical professional.

Other Duties:

- Undertake job related training as necessary.
- Any other duties consistent with the post as required by the Senior Building Officer (Reactive Repairs) or the Director of Housing & Operations.

Authorities:

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

Specific Conditions of Post:

- To hold a current driving licence suitable for the company vehicle provided.
- Must provide own hand tools.
- Compliance with the Data Protection Act (2018) & UK GDPR.

Working Conditions:

Hours of Work:	Monday - Friday, 9am - 5pm with one hour lunch break. Occasional out of hours work may be required.
Place of Work:	Association's office, workshop and housing stock.
Company Vehicle:	A vehicle will be provided for the performance of duties but not for personal use.

PERSON SPECIFICATION

Post Title: Trades Person

Criteria	Essential	Desirable
Education/Qualifications		
<ul style="list-style-type: none"> Time served trades person with at least three years' post qualification experience in maintenance and construction. 	✓	
Skills and Abilities		
<ul style="list-style-type: none"> High level of competence in undertaking a range of practical repairs. 	✓	
<ul style="list-style-type: none"> Computer/mobile device competent. 	✓	
<ul style="list-style-type: none"> Effective team player who is capable of coping with changing circumstances and demands. 	✓	
<ul style="list-style-type: none"> Excellent interpersonal and communication skills (written and verbal). 	✓	
<ul style="list-style-type: none"> Flexible, adaptable and able to work under pressure. 	✓	
<ul style="list-style-type: none"> Ability to read working drawings and specifications. 	✓	
<ul style="list-style-type: none"> Able to demonstrate building skills outside of main trade. 		✓
Experience		
<ul style="list-style-type: none"> Working knowledge and understanding of relevant Health & Safety Legislation. 	✓	
<ul style="list-style-type: none"> Knowledge of trade practices. 	✓	
<ul style="list-style-type: none"> Experience of working within a housing maintenance environment for a Registered Social Landlord/Local Authority Housing Service or equivalent. 		✓
<ul style="list-style-type: none"> Experience of statistical recording, monitoring, comparison and reporting. 		✓

Criteria	Essential	Desirable
Knowledge		
<ul style="list-style-type: none"> Understand the principles of asset management within a maintenance/property environment. 		✓
<ul style="list-style-type: none"> General understanding of technical specifications and building standards. 		✓
<ul style="list-style-type: none"> Awareness of sustainability in housing design, construction and maintenance. 		✓
<ul style="list-style-type: none"> Knowledge of the construction/maintenance industry in Orkney. 		✓
Personal Qualities		
<ul style="list-style-type: none"> Committed to own personal development and the development of others. 	✓	
<ul style="list-style-type: none"> Proactive and hard working. 	✓	
<ul style="list-style-type: none"> Self motivated, organised and thorough in approach. 	✓	
<ul style="list-style-type: none"> Committed to excellent customer care and a friendly, courteous manner. 	✓	
<ul style="list-style-type: none"> Be physically able to carry out the duties of the role. 	✓	
Other Requirements		
<ul style="list-style-type: none"> Valid Driving licence. 	✓	
<ul style="list-style-type: none"> Respect for others and a commitment to equal opportunities. 	✓	

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 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 and return to 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.

Closing date for applications is 5pm on Wednesday, 10 September 2025.

Following this, shortlisted candidates will be contacted and invited to attend an in-person interview, to be held on 18th September 2025.

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. 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