

Estate and Trades Labourer

Recruitment Pack



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Welcome

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



A core part of our Association is a hard working Trades Team who are key to maintaining our properties and play a vital role in supporting our tenants. Each year, this dedicated team carries out over 1,800 repairs across Orkney - which for this role would be everything from urgent callouts to unblock choked drains, to planned maintenance such as clearing gutters and installing smoke alarms. The team carry out a wide range of trades and are a vital cog in our maintenance delivery and we're now looking for someone like you to join them.

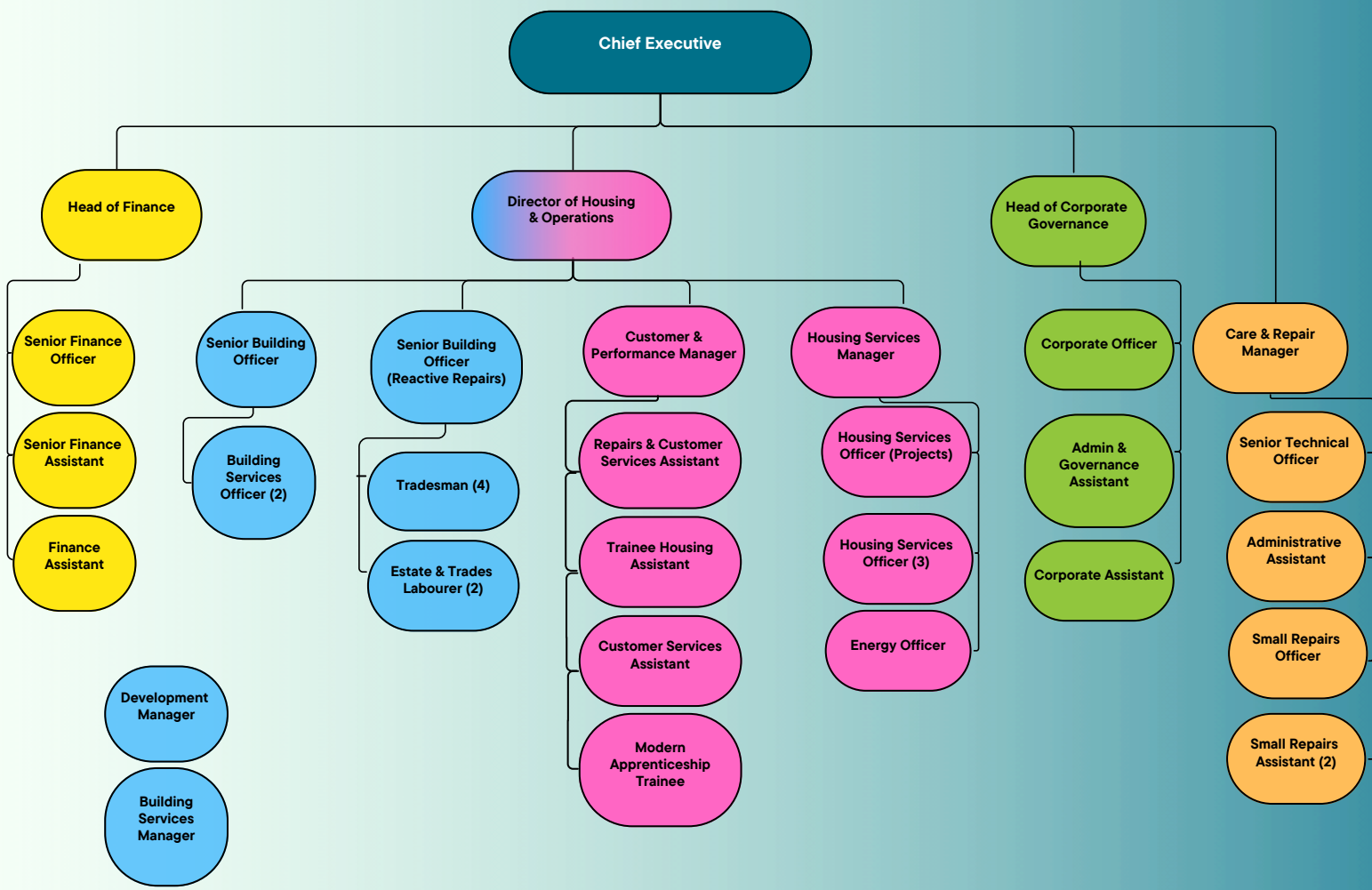
This is a hands-on, uniquely varied role that sits at the centre of our repair and maintenance service. You'll be responsible for delivering good quality work across our estates and assets, contributing to the smooth running of our operations. We're looking for a person who is reliable, adaptable, and 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 an active working environment, with ongoing support, training, and opportunities to develop existing and new 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 as part of it.

If you're ready for a new challenge, take pride in your work, and enjoy making a meaningful difference, we want to hear from you. Please read on, to learn more and how to apply for this role in our Association.

Sandy Milne
Senior Building Officer (Reactive Repairs)

Organisation Chart



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

Estate and Trades Labourer

Salary:	£27,469 to £33,271 (includes annual Distant Islands Allowance, currently £2,661)
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.
- Annual leave entitlement of 8 weeks split between 25 annual and 15 (fixed) public holidays.
- Access to a 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 work in all delegated tasks.
- 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, gutter cleaning, grass cutting etc.
- 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 and contribute to keeping material stock levels to an operational level.
- 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 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:

- Carrying out of minor repairs appropriate to the role and assisting the Trades personnel in larger maintenance tasks that are carried out.
- To carry out stairwell inspections, including basic emergency lighting checks, testing of fire alarms and completing inspection reports on a regular basis.
- Removal and disposal of dumped items to a certified disposal, including uplifting of bulky items, from across our estates.
- Clearance and cleaning of returned vacant properties and assisting with the repairs required to successfully re-let our properties.
- Assist with regular inventory of stock in Association stores and vehicles as directed by the Senior Building Officer (Reactive Repairs).

Other Duties:

- Undertake job-related and Association required training.
- Carry out Portable Appliance Testing (PAT) of Association equipment.
- Carry out minor decoration as required.
- 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 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:

- 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's office, workshop and housing stock.

PERSON SPECIFICATION

Post Title: Estate and Trades Labourer

Criteria	Essential	Desirable
Skills & Abilities		
Effective team player who is capable of coping with changing circumstances and demands.	✓	
Carry out maintenance and minor repair works accurately and efficiently.	✓	
Flexible, adaptable, and able to work under pressure.	✓	
Efficiently organise and manage own day to day workload under minimal supervision.	✓	
Knowledge and Experience		
Understanding of Health and Safety Legislation.		✓
Experience of dealing with the public, including sensitive situations.		✓
Working in a challenging, pressurised environment.		✓
Understanding of the safe use of relevant products, equipment and tools required for the role.		✓
Understanding of COSHH.		✓

Personal Qualities

- Proactive and hard working.



- Well organised and methodical.



- Strong interpersonal communication.



- Honesty, integrity and ethical conduct.



Other Requirements

- Full UK Driving licence.



Fair Processing Notice

Orkney Housing Association Limited – Job Applicant
(updated May 2026)



The Data (Use and Access) Act 2025 ("DUA") and associated legislation/regulation will make changes to data protection law meaning that the functions of the Information Commissioner will be transferred to the Information Commission. At the time of preparing this Notice these changes are yet to come into force. Until such time as these changes come into force references in this Notice to the "Information Commission" (and any associated expressions) should be treated as a reference to the Information Commissioner.

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 Commission (IC) under registration number Z4942508. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act 2018 and UK GDPR, 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 Data Protection Officer, who is the central point of contact for data protection 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 phone number and email address;

- Anonymously - gender, ethnicity, disability and age range;
- NI number, 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 Data Protection Act 2018. 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, 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 anonymously 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 Data Protection principles, and to this effect 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.

We store your personal information electronically. 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. 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 have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- ask us to correct any inaccuracies of fact in your information;
- request that we restrict your data processing or object to our processing in certain circumstances;
- data portability (in certain circumstances);
- make a request to us to delete what personal data of yours we hold; and
- submit a complaint to us if you believe your personal data has been handled in a way that does not comply with data protection law.

If you would like to exercise any of your rights above please contact us at dataprotection@ohal.org.uk. **You should note that your rights under the UK GDPR and 2018 Act are not absolute and are subject to qualification.**

If you have any complaints about the way your data is processed or handled by us, please contact the Data Protection Officer on dataprotection@ohal.org.uk.

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commission in relation to our use of your information. The Information Commission's contact details are:

The Information Commission—Scotland
6th Floor,
Quatermile One
15 Lauriston Place
Edinburgh
EH3 9EP

Telephone: 0303 123 1113
Email: Scotland@ico.org.uk

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

A full Fair Processing Notice, including details of how we collect, process, share and manage data from all clients can be found on-line or by contacting our office.

The accuracy of your personal information is important to us. Please help us keep our records up-to-date by informing us of any changes. Thank you.

How to apply

To apply for this post, please submit a covering letter and your CV 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 12 noon on Friday, 30 October 2026.

Following this, shortlisted candidates will be contacted and invited to attend an in-person interview, to be held during the week commencing 9 November 2026.

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