



Orkney Care and Repair



Orkney Care & Repair

Senior Technical Officer

Recruitment Pack



Contents

	Page
Welcome	3
Organisation Chart	4
Mission, Corporate Outcomes, Vision & Values	5
Role Details	6
Job Description	7-8
Person Specification	9-11
Fair Processing Notice	12-13
How to apply	14

Welcome

Dear Applicant

We have a great opportunity for a Senior Technical Officer. Based from our office, you will be involved with clients, advising, planning and supervising works across Orkney. You will be a senior part of our small staff team, who are passionate about what they do, in the knowledge that they make a positive difference to some of the most vulnerable people in the Orkney community. I hope the information contained in this pack provides you with a feel for the Orkney Care & Repair Service, delivered by managing agents, Orkney Housing Association Limited. This is your opportunity to see if this is the role for you.



Orkney Care & Repair provide independent advice and assistance to help homeowners repair, improve and adapt their homes to enable them to continue to live in comfort and safety. We have been “Improving Homes, Improving Lives” for more than 35 years in Orkney. Initially targeting elderly, disabled and low-income groups, we now offer the service to a much wider client base, through delivering the ‘Scheme of Assistance’ awarded by Orkney Islands Council. This means that anyone living in privately owned or rented properties can access a wide range of housing related assistance.

We are looking for a highly motivated and experienced individual to join our small team to help us deliver services to clients. It is important that our Senior Technical Officer has a customer-centred approach, with great people and communication skills. We need someone who has a good knowledge of the maintenance / construction industry in Orkney and who can provide technical support to the team across a wide range of tasks relating to repairs, improvements, adaptations (major and minor) and general property maintenance. You need to be familiar with relevant Health & Safety legislation and be able to prepare schedules of work, technical drawings, costings, and keep electronic client records up-to-date.

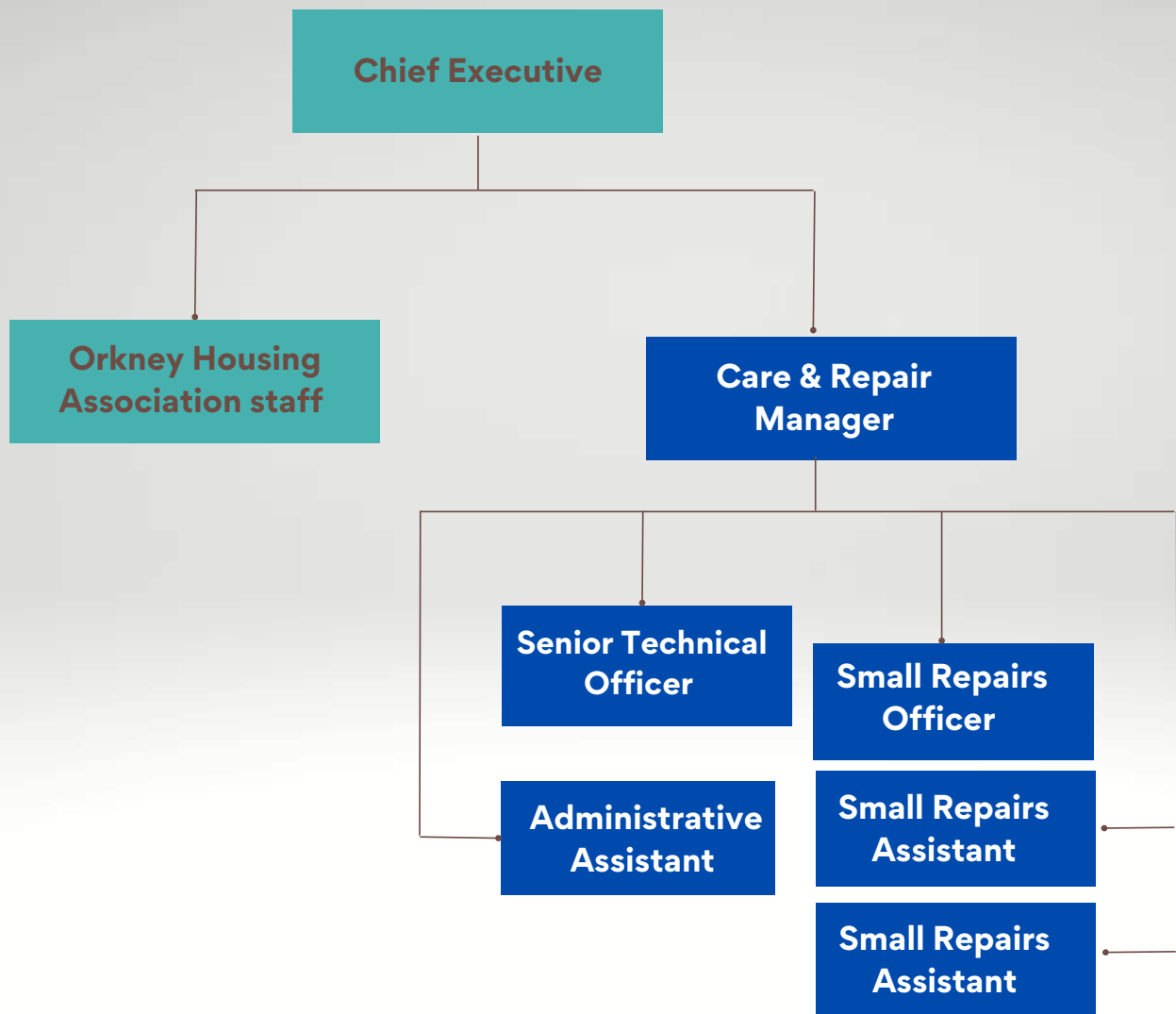
After reading the advert and job role details, and if you thrive when working in an environment that requires using your initiative, time management and prioritisation skills to solve challenges and provide excellent customer service, to make a difference within our community, we would love to hear from you. If an informal discussion before applying might be useful, please get in touch.

Regards

Fraser Devine

Orkney Care & Repair Manager

Organisation Chart



Our Mission

Provide quality advice, information and practical help and support across Orkney

Our Aims & Objectives

**Great Place to Work
Great Customer Service
Contributing to a Sustainable Community
and Society**

Our Vision

Ensure that everyone in Orkney has a home suited to meet their needs, enabling them to remain living in their home in safety and comfort

Role Details

Orkney Care & Repair Senior Technical Officer

Salary:	£40,600 to £46,980 (includes annual Distant Islands Allowance, currently £2,435 and non-pensionable Car Allowance, £1,642)
Contract:	Permanent; Full-Time
Hours:	35 Hours per week
Reporting to:	Orkney Care & Repair Manager

- Your place of work will be at Orkney Housing Association Ltd, 39a Victoria Street, Kirkwall, KW15 IDN
- Core hours are 9am-5pm, Monday to Friday, though we operate with a Flexitime Policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks (40 days) split between 25 annual and 15 (fixed) public holidays.
- This post attracts an Essential Car User allowance (as detailed above) plus 45p per mile driven on Association business.
- 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 in the delivery of an efficient and responsive service to Orkney Care and Repair clients.

Reporting to:

- Care & Repair Manager

Responsibilities:

- To help and support delivery of the goals set out in the Orkney Care and Repair Business Plan.
- To provide technical support to the Care and Repair Manager and wider team across a range of tasks relating to repairs, improvements, adaptations, minor adaptations and property maintenance.
- To provide technical support and advice on a wide range of housing related issues (Repairs and Adaptations).
- To help deliver the Care and Repair Service (including the Small Repairs Service) to the highest possible standard, consistent with available resources.
- To comply with all Health and Safety legislation.
- To assist with monitoring and reporting on Care and Repair activities.
- Deputise for the Care & Repair Manager when required.

Key Tasks:

- Liaising with Occupational Therapy and other partner agencies.
- Meeting with clients, assess their needs and along with family, contractors and other appropriate agencies, develop suitable solutions.
- Advising clients on repairs, adaptations and improvements to their homes.
- Preparing schedules of work, sketch plans, costings and grant applications where appropriate.
- Seek out, complete and submit applications for additional funding where appropriate from other sources, including 3rd sector.
- Plan and organise works to ensure necessary materials are available prior to works starting.
- Work closely with contractors in overseeing live projects, ensuring all involved operate in accordance with contract requirements.
- Communicate effectively and timely with clients to ensure they are kept abreast of all aspects of their case.
- Ensure that client records are updated in a timely manner.
- Deliver appropriate advice and assistance to clients and other staff members where required.
- Liaise with Care and Repair Small Repairs Team to deliver specific adaptations.
- Liaise with other organisations to support Care and Repair Clients.

Other Duties:

- Participate in monthly staff meetings, training and where required other company wide activities.
- Any other tasks consistent with the post as required by the Care and Repair Manager.

Authorities:

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

Specific Conditions of Post:

- Undertake appropriate training where required.
- Compliance with the Data Protection Act (2018) & UK GDPR.

PERSON SPECIFICATION

Post Title: Care & Repair Senior Technical Officer

Criteria	Essential	Desirable
Education/Qualifications		
<ul style="list-style-type: none"> Educated to HND/Degree level or equivalent in building, construction or other relevant professional qualification OR have a minimum of 5 years previous relevant experience 	✓	
<ul style="list-style-type: none"> Ability to demonstrate ongoing professional learning and development 		✓
Skills & Abilities		
<ul style="list-style-type: none"> Ability to prioritise own workload and to co-ordinate and manage contractors, sub-contractors across all trades 	✓	
<ul style="list-style-type: none"> Strong organisational, time management and project planning skills with a high attention to detail 	✓	
<ul style="list-style-type: none"> Proficient in various software packages eg Microsoft Office 	✓	
<ul style="list-style-type: none"> Ability to read, understand and prepare working drawings and specifications 	✓	
<ul style="list-style-type: none"> A considerate, focused and helpful approach with all clients, including older, disabled and vulnerable clients 	✓	
<ul style="list-style-type: none"> Flexible, adaptable, good team player and able to work under pressure 	✓	
<ul style="list-style-type: none"> Excellent technical diagnostic and problem-solving skills and a desire to resolve issues 	✓	
<ul style="list-style-type: none"> Competent in use of computer-aided design (CAD) software. 		✓

Experience		
• Organising, instructing, overseeing and carrying out repairs in occupied domestic buildings	✓	
• Building maintenance in the Orkney environment for a minimum of 5 years		✓
• Providing a quality Clerk of Works and/or Quality Control Service for a variety of adaptational or repairs works		✓
• Preparing quantities, costing works and negotiating		✓
Knowledge		
• Repair and maintenance methods, products and tools, building components	✓	
• Significant knowledge of all building trades and contract terms	✓	
• Building Standards (Scotland) Regulations	✓	
• Relevant Health & Safety Legislation		✓
• Disabled adaptations within a home environment		✓
• Understanding of the client base of Care & Repair and some of the issues and barriers they may face		✓

Personal Qualities		
• Confidentiality, honesty and integrity	✓	
• Proactive, self-motivated, tidy and diligent worker	✓	
• Be physically able to inspect properties, carry out condition surveys and supervise adaptation/repair works	✓	
Other Requirements		
• Valid Driving licence and access to own vehicle for business purposes	✓	
• Respect for others and a commitment to equal opportunities	✓	



Fair Processing Notice

Orkney Housing Association Limited

JOB APPLICANT

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 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. 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 Fraser Devine, Orkney Care and Repair Manager, on 01856 873369 ext 601 or email fraser.devine@orkneycareandrepair.co.uk.

Closing date for applications is 12 noon on Wednesday, 29 May 2024.

Following this, shortlisted candidates will be contacted and invited to attend an in-person interview in the Association's office, during the week commencing 3rd June.

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 Care and Repair



*Orkney Housing Association is committed to Equal Opportunities in Employment.
Scottish Charity No: SC031734*

www.ohal.org.uk