

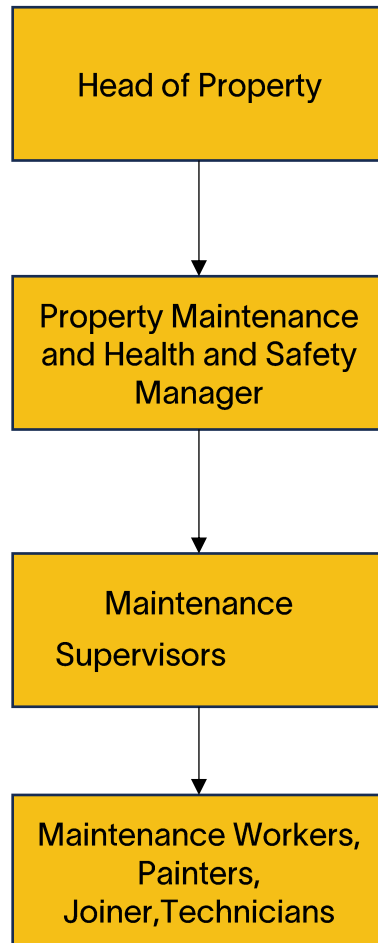
Right There

Job Pack
Maintenance Technician
(April 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Maintenance Technician



The Property team is responsible for the management of a portfolio of over 500 properties of various size, predominantly in the Glasgow area and includes general administration, maintenance workers, technicians, painters and joiners.

The role of Maintenance Technician will play a key role in our Property team, ensuring that the properties within our portfolio are maintained to a high standard and meet all compliance regulations for the people we support.

The Maintenance Technician will follow a programme of planned works, alongside reactive interventions to ensure that the fabric of all properties is managed effectively. Through delivery of a range of disciplines including joinery, electrical, plumbing, and decorating, along with a range of testing programmes including PAT testing and water testing, the Maintenance Technician will be instrumental in creating safe, welcoming environments for the people we support.

What does our team say?



I have been with Right There as Maintenance Supervisor for approaching 2 years now, and it is a privilege to carry out my role and work with colleagues that have a shared passion for helping those in need. Seeing the work that the Property team does to turn around the properties for the people we support provides a great deal of satisfaction. Right There is a people focused and supportive organisation, and there is always someone available to talk to, from my line manager to the CEO.

David McLaughlan, Maintenance Supervisor

About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Roles & Responsibilities

Ensuring that maintenance in void (untenanted) and tenanted properties is to a high standard and meets all compliance regulations

- Ensuring all Right There properties are a safe and functioning environment for our team and the people we support
- Carry out electrical and plumbing repairs such as replacing light switches, broken sockets, leaking taps and toilets, replacing lights including pendants , checking the functioning of boilers that require top ups and resets
- Carry out general joinery and building works such as renewing worktops and kitchen units, replacing door locks including forced entry, repairing wardrobes, chests of drawers and fitting window restrictors
- Install white goods mainly cookers and washing machines
- Carry out testing of fire alarms, water temperature, emergency lighting, legionnaires testing
- Follow the planned work schedule to achieve first time fix and improving efficiencies
- Delivering high quality work standards across the property estate, with year-on-year improvements
- Working closely with team members, sharing standard methodology and knowledge
- Proactively lead and collaborate to ensure shared ownership for the delivery of our Property plan.
- Use problem solving skills and innovation to identify and develop solutions for key and common issues.
- Drive sophisticated tasks at a local level through to completion/resolution, advising key collaborators through the process where required.
- Use mobile technology to drive standard process in work completion and updates.
- Supporting delivery of key metrics through practical application of skills.
- Deliver on PPM schedule

Reporting and Compliance

- Consistent adherence to all relevant policies and procedures ensuring best practice and legal compliance
- Report any health and safety concerns or incidents using the reporting mechanisms in place
- Use of internal Housing Management System to log all time, materials and consumables used in carrying out duties
- Comply with relevant Health & Safety legislation
- Ensure Right There's guidelines, policies and procedures are adhered to
- Comply with requirements of relevant external agencies

Roles & Responsibilities

Maintenance Team Member

- Develop and maintain good communication and working relationships with line manager, colleagues, contractors and people we support
- Work cooperatively with others as part of a team demonstrating commitment to service objectives
- Have a high standard of professional integrity with colleagues and other providers
- Establish and uphold clear professional boundaries at all times.
- Be proactive in personal development, use feedback from others and identify own development objectives
- Attend and participate in training and engage in reflective practice to share learning experiences.
- Actively participate in regular team meetings providing valuable input and feedback to meet the needs of the Property Team and commit to its development and improvement
- Feedback on the review of organisational policies & procedures and local guidelines.
- Ability to work towards performance targets to achieve agreed result
- Promote Right There services through agreed mediums
- Represent the Right There brand following agreed ways of working, demonstrating values led behaviours, and taking pride in wearing the Right There uniform.

Essential skills and experience



- ✓ ONC or equivalent
- ✓ Full, valid driving licence
- ✓ Understanding and awareness of Health & Safety issues
- ✓ Completing training and upskilling modules relevant to abilities.
- ✓ Validated experience in a maintenance, engineering or construction environment
- ✓ Digitally confident – can comfortably operate mobile technology
- ✓ Stock inventory management skills.
- ✓ Ability to plan and organise a workload with competing demands and priorities utilising time and resources effectively
- ✓ Demonstrate a proactive approach and ability to be solution orientated and take initiative
- ✓ Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives
- ✓ Ability to understand and consider the views, concerns and needs of others when taking action
- ✓ Ability to communicate effectively with people at all levels in a variety of situations
- ✓ Ability to implement the aims and objectives of Right There at functional level
- ✓ Commitment to training and professional development, including keeping up to date with all relevant legislation.

Desirable Knowledge



- ✓ Fully qualified trade accreditation.
- ✓ Understanding of rented sector
- ✓ Plumbing and electrical trained or competent
- ✓ Joinery experience
- ✓ Knowledge of Office 365
- ✓ Experience of working in a similar environment
- ✓ Current valid CSCS card
- ✓ Adopt a flexible approach to working hours
- ✓ Understanding the needs and rights of people we support
- ✓ Awareness of issues surrounding homelessness
- ✓ Health and Safety Training
- ✓ First Aid Certificate

Role Details

Contract: Full time, permanent, 39 hours per week.
Salary: SCP 23-26 (£29,737 - £32,632 per annum)
Reporting to: Maintenance Supervisor

- Working hours are 39 per week worked Monday to Friday and flexibly between the hours of 8.00 am and 5.00 pm depending on the needs of the service, with 1-hour unpaid break
- Your core place of work will be Rosemount Business Park, 141-145 Charles Street, Unit E2, Glasgow, G21 2QA
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Real Living Wage employer.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension after 3-months, provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

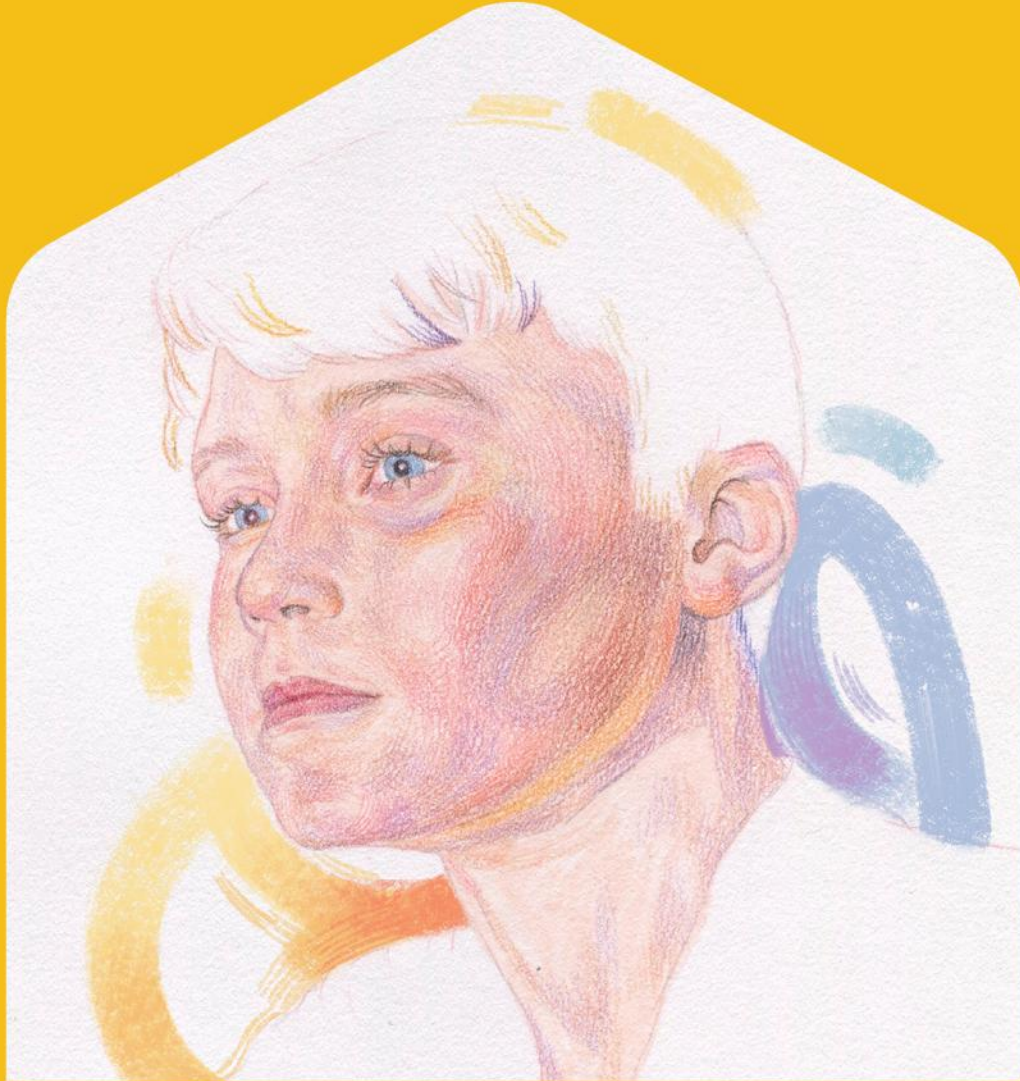
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2 and 3 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 12 weeks full pay and 12 weeks half pay.
- Enhanced paternity pay at 2 weeks full pay.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100.
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**