

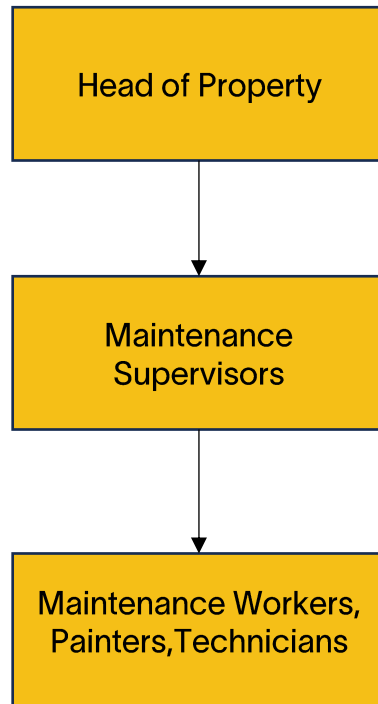
# Right There

Job Pack  
Property Clearance and  
Maintenance Worker  
(January 2025)

Preventing  
homelessness,  
one person  
at a time

# Job Purpose

## Property Clearance and Maintenance Worker



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 and painters.

The Property Clearance and Maintenance Worker is part of the uplift and removal team and will carry out clearance and minor repairs of properties to provide a high-quality accommodation function facilitating and supporting Right There's vision of a world where everyone has an equal chance to create a safe and supportive place to call home as well as providing holistic support to people across Scotland

# What does our team say?



*Working at Right There that supports asylum seekers, refugees and people experiencing homelessness has been one of the most rewarding experiences I've had. It's given me a deeper understanding of compassion, resilience and the importance of community. I've learned how powerful a safe and supportive environment can be in helping people rebuild their lives, and the experience has helped me to be more patient, empathetic and confident in working with others from all walks of life. As an employee, I feel truly valued and appreciated which motivates me to give my best and continue making a positive difference every day. Everyone works together with care and respect under one roof. Every day brings new challenges and responsibilities but seeing the positive impact our work has on people's lives makes it all worth it.*

Danny Brown, Maintenance Worker

# 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

## **Uplift and Removal and maintenance repair responsibilities**

- Carry out clearance of property contents including fixtures and fittings, furnishings, white goods, floorings, and consumables.
- Deliver furniture, white goods, flooring and consumables as required.
- Carry out basic clean of property on a clean as you go basis.
- Use Sanondaf products in initial clearance and on final check before handover .
- Keep all Right There vehicles clean and tidy using Sanondaf were required.
- Keep all Right There tools and equipment in good condition, report where items are damaged or need to be replaced.
- Look for ways to recycle /upcycle any equipment taken from properties .
- Make sure all waste is disposed of in a timely manner with the appropriate waste transfer notes in place .
- Work closely with Maintenance Supervisor advising on any timeline blockers to completion of property.
- Carry out minor repairs and maintenance works.
- Carry out general planned maintenance when required.
- Recording of time, materials and consumables used to carry out jobs.
- Ensure the Right There vehicles, tools and IT devices are kept in good condition.

## Compliance

- Risk assess all areas prior to any works commencing and use the correct PPE dependant on the level of risk.
- Ensuring works are carried out to a standard in line with Right There and contractors' standards.
- Ensuring compliance with all relevant health and safety legislation and report any safety concerns or incidents.
- Consistent adherence to all Right There's policies and procedures ensuring best practice and legal compliance
- Right There's policies and procedures.
- Requirements of external agencies and contractors.

## 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 polices & 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



- ✓ Experience of carrying out repairs and have good DIY skills
- ✓ Experience of carrying out labouring and cleaning duties
- ✓ Understanding of Health and Safety issues, working to a safe and high standard in line with legislative requirements
- ✓ Ability to ensure the service is delivered in accordance with housing legislation
- ✓ Ability to show initiative, effective time management, and work in a high paced environment
- ✓ Record use of time and materials
- ✓ Computer literate
- ✓ Flexibility with regards to working patterns
- ✓ Full UK driving license
- ✓ Ability to respond at short notice to crisis situations
- ✓ Ability to build relationships with colleagues and contractors
- ✓ Ability to understand and consider the views, concerns and needs of others when taking action
- ✓ Commitment to provide a safe environment for the people we support and our colleagues
- ✓ Commitment to training and professional development, including keeping up to date with all relevant legislation.

# Desirable Knowledge



- ✓ Health and Safety Training
- ✓ First Aid Certificate
- ✓ Other relevant training
- ✓ Current valid CSCS card
- ✓ Experience of working in a similar environment
- ✓ Awareness of issues surrounding homelessness
- ✓ Understanding the needs and rights of people we support

# Role Details

**Contract:** Full time, permanent, 35 hours per week.  
**Salary:** SCP 21-24 (£26,231-£28,531 per annum)  
**Reporting to:** Maintenance Supervisor

- Working hours are 35 worked Monday to Friday between the hours of 8.00am to 4.00pm, with one-hour unpaid break.
- Your core place of work will be Rosemount Business Park, Unit E2, 141-145 Charles Street, 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 provided you meet the auto-enrolment criteria.
- 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.
- Above the Real Living Wage employer and paid overtime for Programme staff who are on rota to work over Christmas and New Year.
- Jury Duty tops-up on top of your allowance to equate to full pay.
- 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 from day one 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

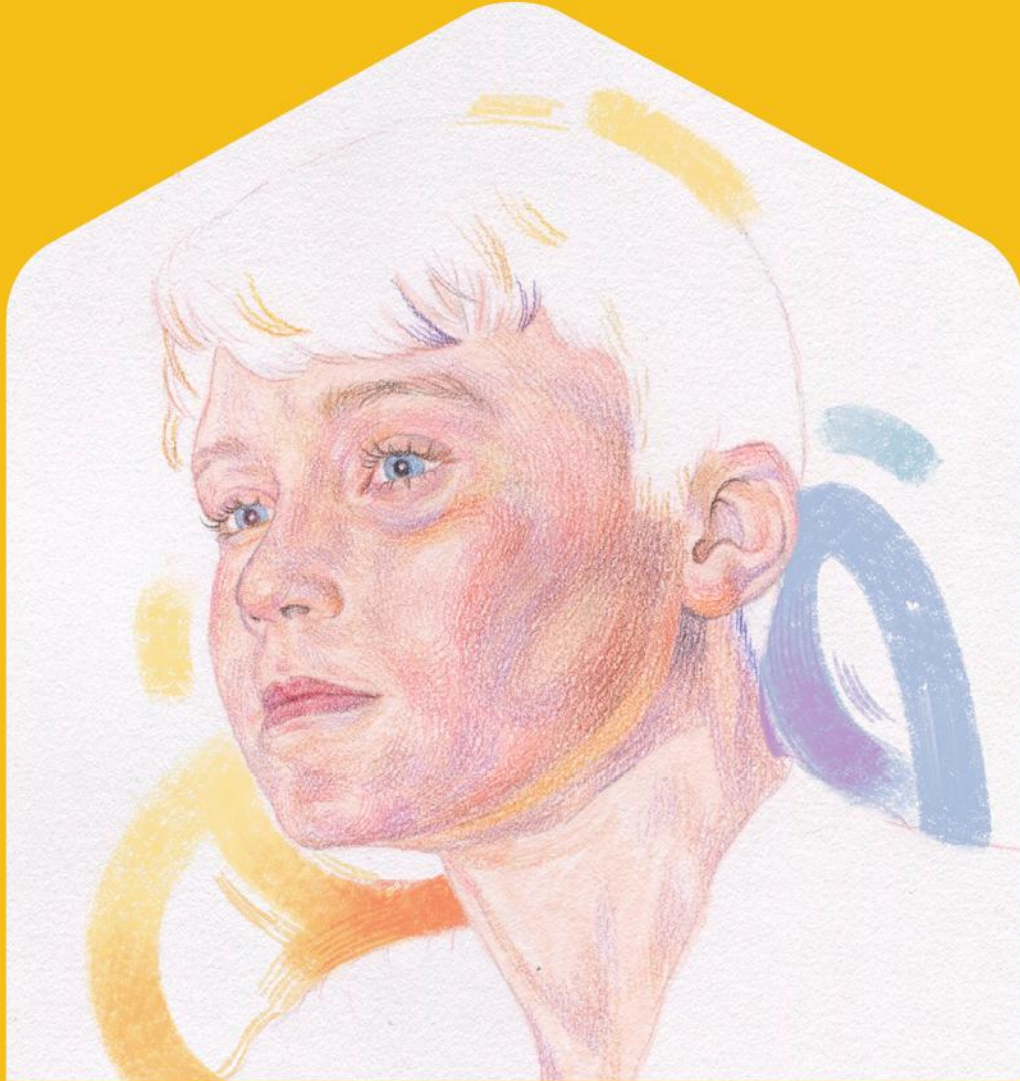
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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, 3 and 4 qualifications.

## Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 26 weeks full pay and 26 weeks half pay.
- Enhanced paternity leave of 4 weeks paid leave.
- 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 (conditions apply)
- 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](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

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