

Right There

Job Pack

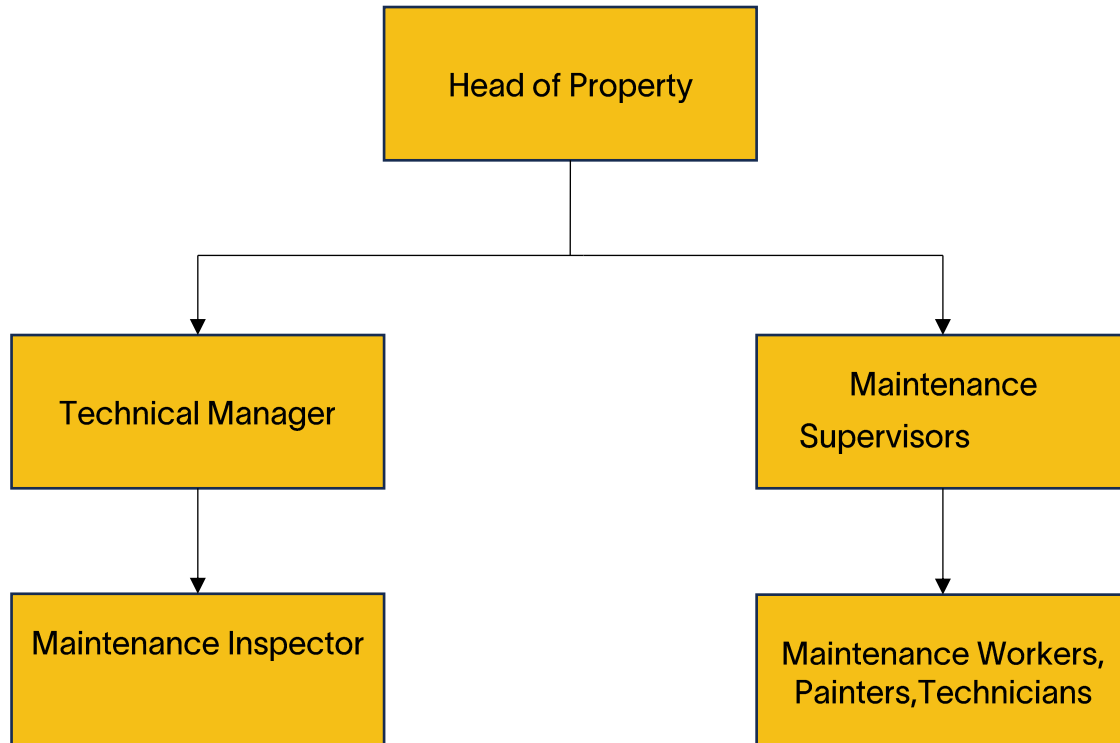
Maintenance Supervisor

(April 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Maintenance Supervisor



The Property team is responsible for the management of a portfolio of over 550 properties of various size, predominantly in the Glasgow area and includes general administration, maintenance workers, technicians and painters.

The Maintenance Supervisor will be responsible for leading the maintenance field team and overseeing their day-to-day activities. The post holder will also scope and plan works from void properties and review works required for tenanted properties. Support Head of Property to advise where there are skills gaps within the team and update on general performance and also support the Property Administration Manager on planning works for the internal team while feeding back on contractor performance.

Support the wider team to deliver on key objectives to achieve full property occupancy for Right There.

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

Leading the management of void properties and maintenance of tenanted properties

- Responsible for scoping void properties, carrying out a detailed review of the property with clear guidance on category rating
- Advise on works required to bring void property back to agreed standard, with clear detail of whether works will be carried out by internal or external teams.
- Phase works and advise if there are any barriers to stop completion of works in agreed timelines .
- Plan all works and procurement, advise of any parts that can be purchased in advance thus easing the need to attend suppliers by having stock items at Charles St.
- Responsibility for creation and filling of all documentation including before and after document to be sent on completion of any void repair works.
- Create 'What Good Looks Like' document of property.
- Produce clear and detailed reports were applicable to support the admin team.
- Review property along with standards of workmanship upon completion of the void upgrade.
- Support the Head of Property with feedback on property conditions
- Communicate and collaborate with -the Property Admin Manager on updates /plans on completion of works
- Review status of all properties undergoing any works via the internal field team at weekly meetings with admin team/Head of Property
- Lead on change initiatives and any health and safety programmes from the wider business .
- Coordinate replacement of any items taken from voids at initial clear out ensuring complete inventory. Look to recycle /upcycle were possible.
- Support Maintenance Technicians to deliver on PPM schedule .

People Management

- Lead the internal maintenance field team with a clear focus on delivery performance and outcome attainment to deliver all the required works to return void properties back to Short Term Housing as soon as possible.
- Build and maintain strong relationships with field team, feeding back on performance and highlight where there are skill gaps
- Lead the teams to deliver great “customer” service and a People First Approach
- Work in partnership with Right There colleagues; promote clear and singular communication
- Embrace a positive working culture working collaboratively, promoting inclusiveness, cooperation, trust and open exchange of ideas to fulfil Right There’s strategic aims supporting delivery staff to do likewise.
- Build your team taking responsibility for recruitment, induction and performance using support and supervision and appraisal tools.
- Responsibility for the learning and continued professional development of yourself and your teams, actively encouraging reflective practice for team learning
- Be accountable for a safe environment for employees and those people what we support through applying Health and Safety legislation and practices.

Data and Performance

- Accountable for specific data collection, analysis and regular agreed reporting
- Deliver on performance, using KPI data to support decision making and planning
- Lead and support new initiatives and the development and implementation of policies, procedures and guidelines as they impact on the property team.
- Lead on policies and processes developments and management as they impact on the property team

5. Compliance

- Ensure wider team are using PPE, undertaking risk assessments and working safely, advise Head of Property of any issues that may need review.
- Responsible for the issue and maintenance of PPE and keeping stock at agreed levels.
- Advise, log and act on any accidents/near misses during the course of any works.

6. External stakeholders

- Develop strong working partnerships with external agencies, promoting Right There's work
- Day to day working partnership with key suppliers
- Represent Right There to other agencies or services including Local Authorities, Social Work, Housing Services and other relevant services and bodies
- Take the lead in maintenance delivery matters as it applies to all properties, maintaining positive working relations with external stakeholders
- Work closely with landlords and/or tenants as required

Essential skills and experience



- ✓ ONC or equivalent
- ✓ Demonstrate a property /building background
- ✓ Working knowledge of Health & Safety
- ✓ Trades Background
- ✓ Clear understanding of WGLL for property repair and standards of workmanship
- ✓ Experience in building, leading and managing a team
- ✓ Root cause problems finding simple solutions where applicable
- ✓ Full UK driving licence
- ✓ Proven track record in effective coaching and people management
- ✓ Proven track record in effective planning, performance management and quality assurance
- ✓ Ability to lead and take ownership and accountability for a programme.
- ✓ Proven effective communicator
- ✓ Ability to build strong professional relationships both within the organisation and externally
- ✓ Ability to collate and analyse data for decision making purposes
- ✓ Proven ability in effective prioritisation and organisation
- ✓ Commitment to training and professional development, including keeping up to date with all relevant legislation.

Skills and experience cont.



Essential

- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and objectives
- ✓ Ability to respond at short notice

Desirable

- ✓ Equivalent Management experience in providing housing, social care and support services
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)
- ✓ Experience in setting and managing budgets
- ✓ Knowledge of current relevant legislation, policies and strategies relating to housing and homelessness
- ✓ Understanding the needs and rights of people we support
- ✓ Health and Safety Qualification
- ✓ Current valid CSCS card

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 31-34 (£35,709 - £38,896 per annum)
Reporting to: Head of Property

- Working hours are 35 Monday to Friday – worked flexibly between the hours of 8.00am to 4.00pm depending on the needs of the service 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

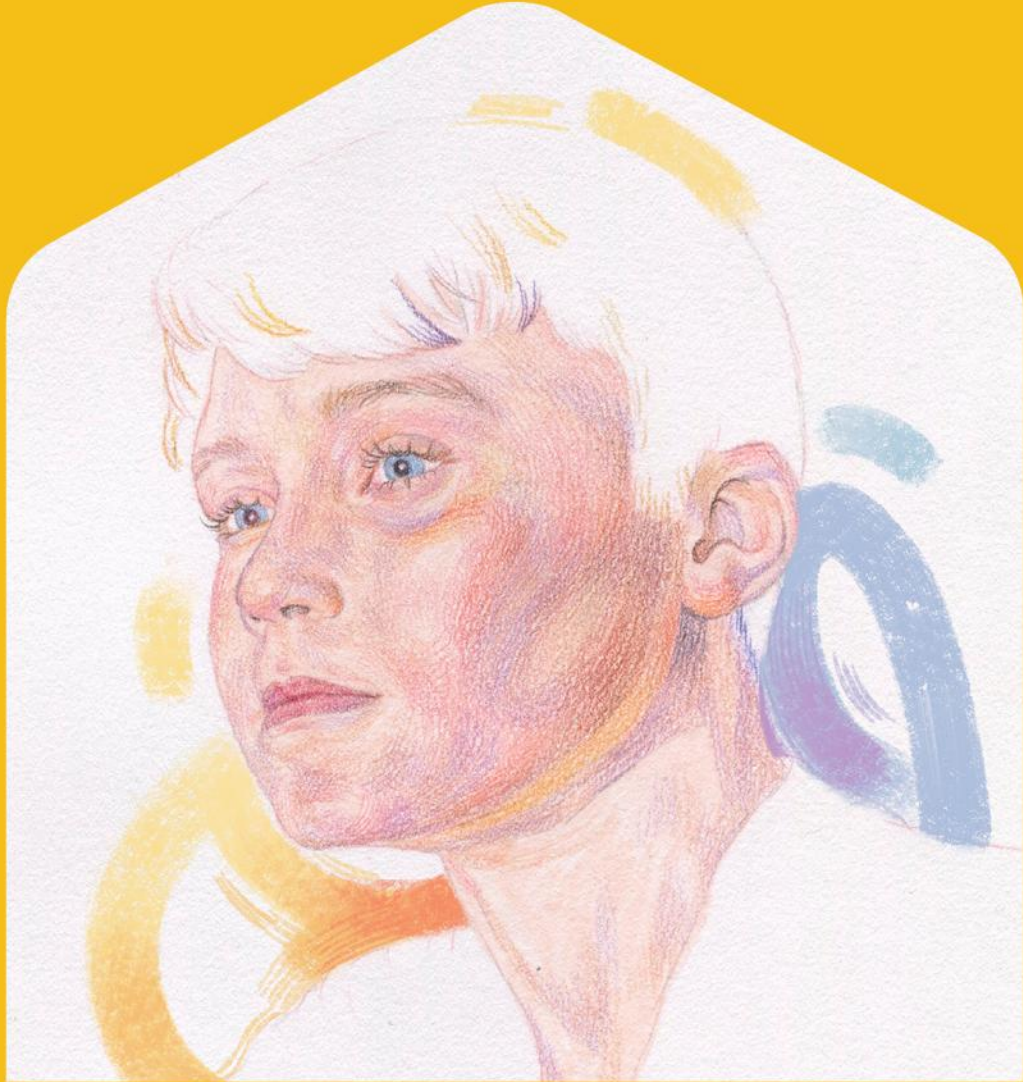
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development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

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

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