

Right There

Job Pack

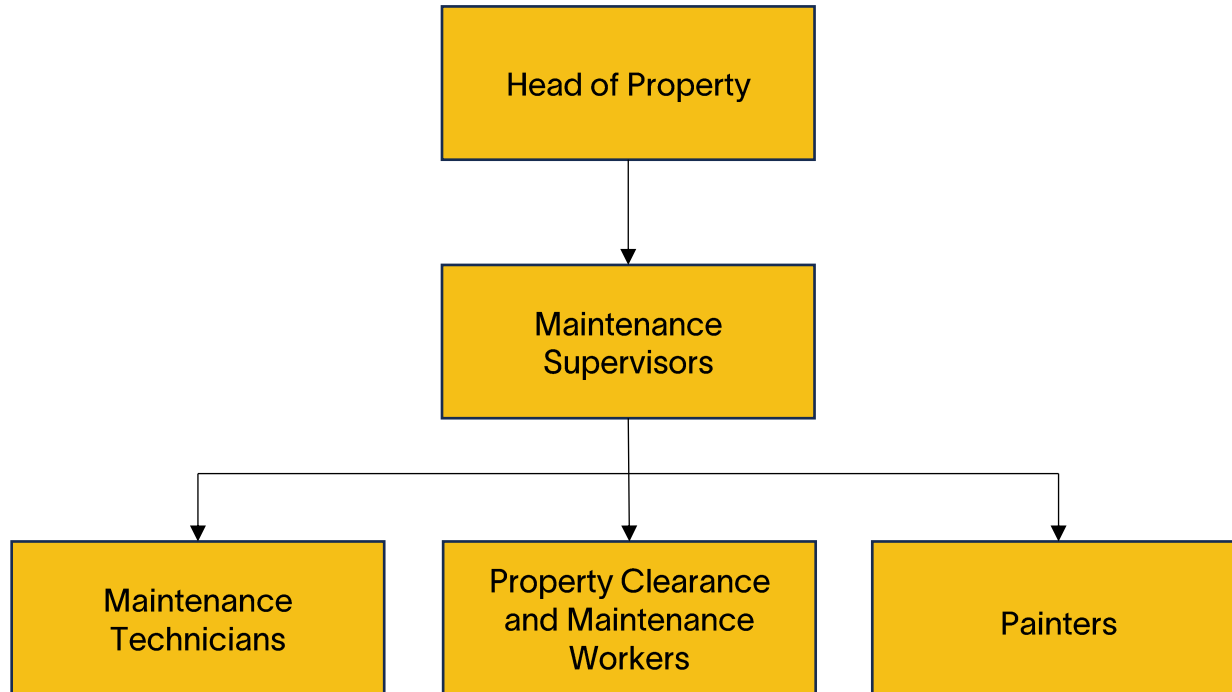
Maintenance Technician

(March 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Maintenance Technician



The Property team is responsible for the management of a portfolio of over 600 properties of various size, predominantly in the Glasgow area and reaching into Edinburgh. The team includes general administration, maintenance workers, technicians and painters.

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?



Working for Right There allows me to use and expand my skills as a Maintenance Technician to make a real difference. Knowing that my work helps provide safe and comfortable spaces for people in need inspires me to give my best every day. I'm proud to be part of a great, supportive team that truly cares about making a positive impact.

Andzrej Ramot, Maintenance Technician

About Right There



We are a charity that recently celebrated 200 years of standing alongside people in Scotland. Last year we supported almost 4,000 people to stay in their homes and stay connected to the people they love.

We provide tailored support for people, at home and in the community. We are here for people living with the effects of homelessness, poverty, addiction or family breakdown. We meet people where they are, with no judgement – walking alongside them and offering the right support at the right time.

Everyone's story is unique, and everyone's route home is different, so we tailor our response to the individual. Our approach is about building trusting relationships and nurturing people's strengths, and our 200 staff, mentors and volunteers are at the heart of it.

What We Do



For People

Through counselling, mentoring and coaching, we help people feel happier, safer and more confident to take steps to improve their own lives.



At Home

From emergency accommodation to supported and next-step housing, we provide safe and supportive places to call home.



In The Community

Through outreach, help to rent and family support, we help people live independently and build strong community connections.

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 function 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 and 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

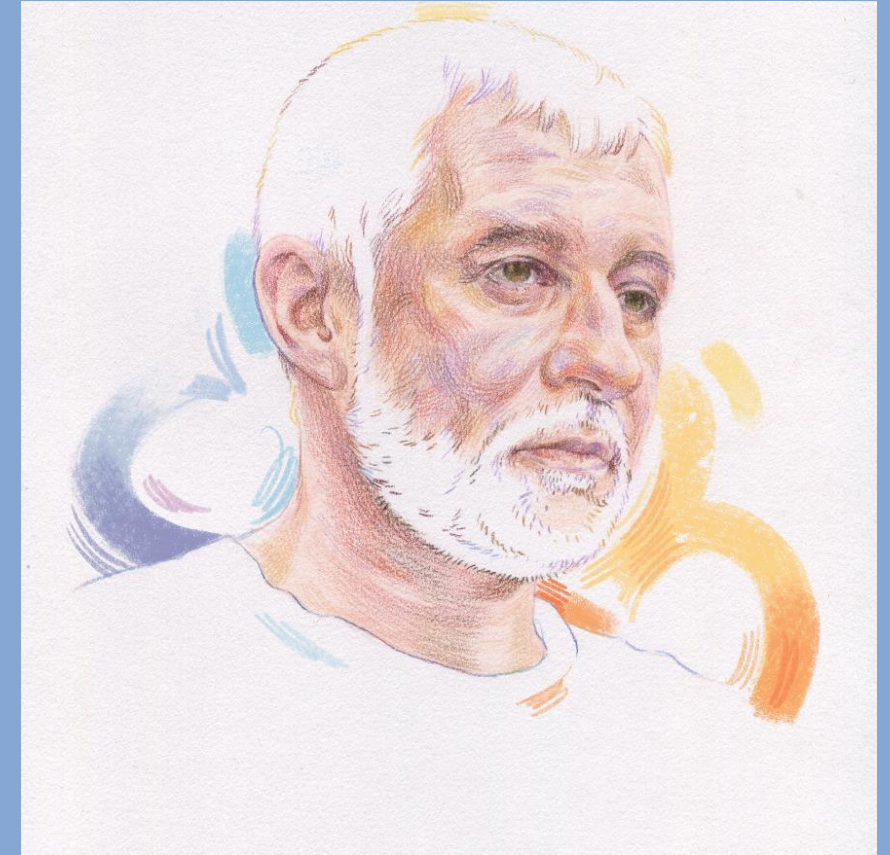
Maintenance Team Member

- 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 & experience

WHAT YOU MUST BRING

- ✓ ONC or equivalent relevant experience
- ✓ 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

Helpful knowledge, experience and qualities that will strengthen delivery and compliment your essential skills.



- ✓ Fully qualified trade accreditation
- ✓ Understanding of the rented sector
- ✓ Plumbing and electrical trained, or competent
- ✓ 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 the people we support
- ✓ Awareness of issues surrounding homelessness
- ✓ Health and Safety Training
- ✓ First Aid Certificate

Desirable skills and 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
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Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 25-28 (£29,401 - £32,310 per annum)
Reporting to:

- Working hours are Monday to Friday between the hours of 08.00am and 4.00pm, with 1-hour unpaid break.
- Your core place of work will be Pilton Community Health Project, 73 Boswall Parkway, Edinburgh, EH5 with travel to property locations
- 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 auto-enrolment criteria. Deductions will be taken in your first monthly salary
- 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

01 Contractual benefits

- **Flexible working** around programme needs.
- **Above Real Living Wage** + Christmas/New Year rota overtime.
- **Jury duty** topped up to full pay.
- **Annual leave:** 6 weeks → 8 after year one; buy or sell 5 days.
- **People's Pension** from day one if eligible; employer and employee each contribute 5%.
- **Life insurance:** 4× salary through the YMCA scheme.

03 Development & wellbeing

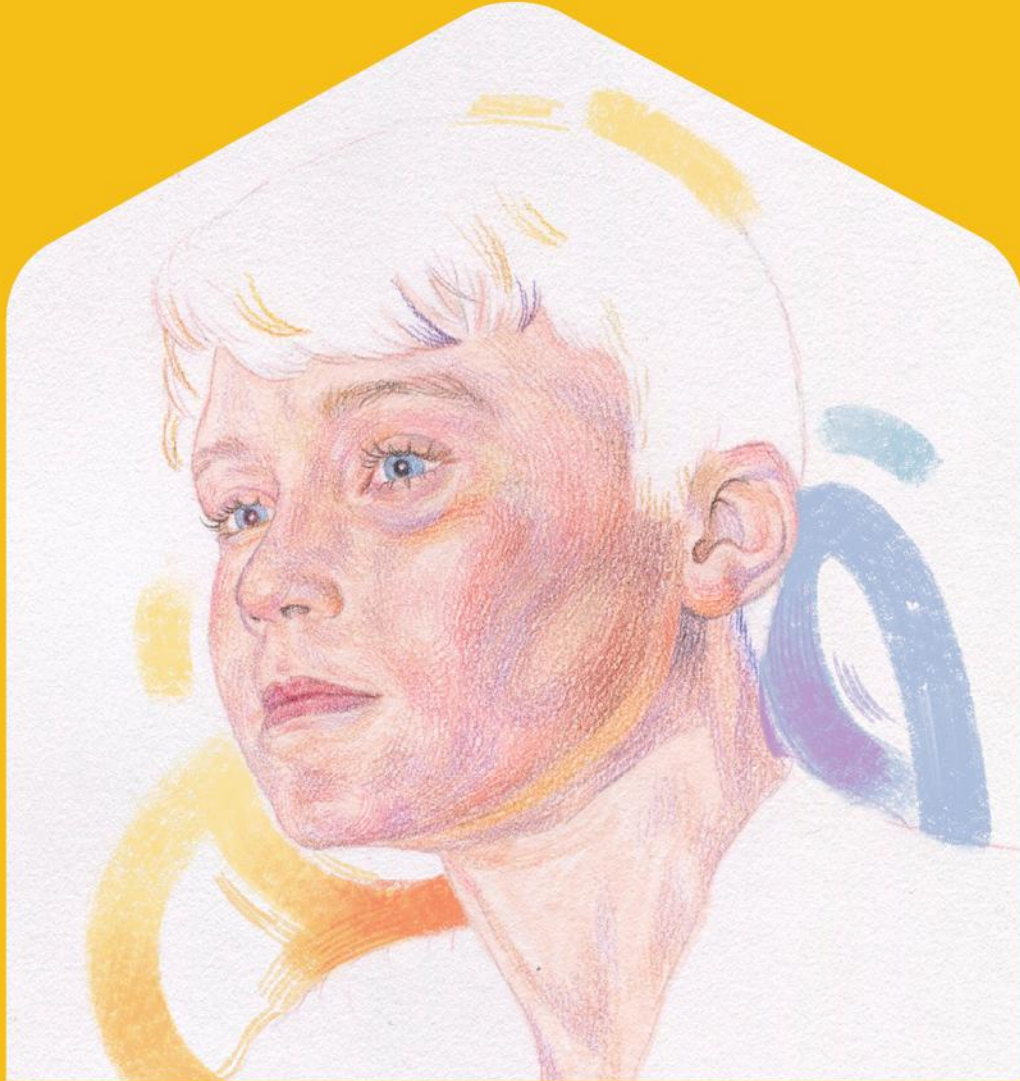
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:** SVQ levels 2, 3 and 4 for appropriate roles.

02 Enhanced leave

- **Maternity, adoption and shared parental leave:** 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave:** 4 weeks paid.
- **Compassionate leave:** up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave:** up to 12 weeks full pay for those who qualify, inclusive of statutory pay.
- **Parental bereavement leave:** 2 weeks full pay.

04 Everyday extras

- **Health Shield:** monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **Save and travel:** Cycle to Work and Glasgow Credit Union offers for people in Glasgow "G" postcodes.
- **Rewards:** £100 Refer a Friend payment (conditions apply).
- **Discounts:** Blue Light Card (£4.99 for two years; 15,000+ offers) and Company Shop.
- **Live events:** enter Concerts for Carers ticket draws.



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.**