



Recruitment Pack – **Joiner**





1. Welcome

I would like to thank you for taking the time to assess this recruitment pack for the post of Joiner. I hope the information in the pack and our website will inspire you to apply for the role in our new in-house Trade Team to develop your career in Easthall Park and the housing association sector.

It is an exciting time to join Easthall Park to be part of our journey of improvement, where our focus will be on developing our people and further improving our service and performance, to ensure we excel and achieve our vision to make “Easthall Park - A Great Place to Live”.

We are seeking a qualified joiner with experience in re-active, cyclical and planned major repairs. You should be driven to work to set deadlines and be customer focussed and be able to communicate effectively with a range of stakeholders

You will be empowered to manage your workload, and you should be able to work on your own initiative and as part of the Trade Team. You require to have a driving license.

The closing date for the return of completed applications will be **10.00a.m. on Friday 8th November 2024**. Please complete the application form provided and **do not include a C.V.**

If you feel you have the skills, knowledge, experience and personal attributes to make a major contribution to our repairs service as a member of our Trade Team we would be delighted to hear from you.

Kenny Mollins
Director

2. Job Description



JOB DESCRIPTION

JOB TITLE:	Repair Operative (Joinery)
GRADE:	Employers in Voluntary Housing Grade TAS 6
RESPONSIBLE TO:	Maintenance Manager
DATE:	October 2024

Job Purpose

The specific purpose of the post of Repairs Operative is to provide a high quality and responsive repair and maintenance service to meet organisational targets for performance in the maintenance of the Association's properties and other buildings in our ownership. The Repairs Operative will contribute towards the work and duties of the in-house Trade Team to ensure we achieve performance and customer satisfaction targets, as well as best value for money in the delivery of the repairs service.

Main Objectives of Post

- ❖ To provide a high quality and responsive repairs service and improvement in the Association's properties.
- ❖ To ensure compliance with Health & Safety
- ❖ To ensure high standards in working practices.
- ❖ To contribute to the provision of excellent customer service and other key policies.
- ❖ Other duties in keeping with the role of Repairs Operative and the Association's work.

Principal Duties

1. To provide a high quality and responsive repairs service and improvement in the Association's properties.
 - Providing a high quality and responsive repairs service to meet organisational targets and objectives.
 - Attend to re-active, cyclical or planned major repairs associated with joinery works of our tenants' homes, empty properties, common property. other buildings owned or contracts secured by the Association.
 - Responding to emergency, urgent and routine calls for repairs and service.
 - Working occasionally at heights from scaffold platform, ladders or mechanical equipment.
 - Identify work tasks required and measure for the material requirements of the job.
 - Maintain, repair and instal a broad range of joinery fixtures and components all as expected in the environment we work in, both through maintenance and investment work in domestic dwellings.
 - Install new kitchens and assist in other planned installations e.g. kitchens in occupied and void properties and other buildings, as required.
 - First fixing, including floors, stairs and partitions
 - Second fixing including skirtings and architraves.
 - Final fixings including hanging doors, handrails balustrades, kitchen units, worktops and fitting all associated ironmongery.
 - Repairing/replacing internal and external doors.
 - Repairing/replacing window frames.
 - Having the ability to trace, diagnose and rectify faults.
 - Having the ability to work unassisted and within a team.
 - Having experience of working on your own initiative and instructing others who may be working with you.
 - Carrying out required works in a void property as instructed by the Maintenance Officer.
 - Carrying out inspections of properties and reporting findings as instructed by the Maintenance Officer.
 - Working from drawings or even rough sketches.
 - Having a good knowledge of materials, ironmongery and timber products
 - Supervise, assist and appraise the work of any joinery or related discipline of apprentice(s), handyperson or labourers employed by the Association.
 - Working alone or alongside other trades to ensure targets are met.
 - Assisting in other areas within your capabilities and training.
 - Maintaining a clean, tidy and safe working environment at all times.
 - Undertaking multi skilling in associated tasks you attend to support principal of one stop repairs and contribute towards the efficiency and best value of the Trade Team.
 - Liaise with the maintenance team members on the management of job status and will complete the relevant documentation, or electronic transactions in accordance with the procedures for specific work elements.

2. To ensure compliance with Health & Safety.

- ✓ work in a safe and orderly manner.
- ✓ keep your van in good order.
- ✓ Attend tool box talks on Health & Safety and work matters.
- ✓ comply with policies and procedures of the Association.
- ✓ have a good knowledge of the Association's Health and Safety Policy and Procedures.
- ✓ Comply fully with Health & Safety and risk assessments associated with the work and activities in his/her role as joiner and a member of the Association's Trade Team.
- ✓ Operate and use required tools and equipment skilfully and safely.
- ✓ Report any safety concerns to the Maintenance Officer.
- ✓ Contribute to the preparation of risk assessments and method statements.

3. To ensure high standards in working practices.

- Liaise with tenants and other customer by telephone and in person representing the Association, whilst working in their homes or the common property. Assist tenants and other customers in signposting them to individuals or services of the Association, as necessary.
- Manage and maintain the stock holding in your van through authorised suppliers to undertake joinery works timeously.
- Maintain the optimum level of material van stocks to maximise the opportunity to complete the repair tasks right first time.
- Complete all work orders accurately through the Simpro software,
- Keep all items supplied by the Association in good order.
- Provide feedback on performance and quality of materials held in your van or supplied for your work.
- Ensure that he/she complies with the Associations Health and Safety Policies
- Advise the Maintenance Officer of any gaps in training or qualification which may arise due to changes in law or good practice.
- Drive the company vehicle and comply with vehicle maintenance and repairs procedures.
- Maintain driving licence accreditation and show evidence of this annually by submitting driving licence for inspection.
- Ensure your van is kept clean and tidy and locked at all times when away from the vehicle.

4. To contribute to the provision of excellent customer service and other key policies.

- Ensure the confidentiality of all information in the course of your role and work of the Association.
- Positively engage with the Association's tenants and other customers in the delivery of the repairs service, and joinery works and installations.
- Advise the Housing Management staff of any concerns in relation to property or health & well-being of tenants in relation to their property or circumstances.
- Meet customer expectations in accordance with service requirements.
- Provide accurate and timely information on progress to customers with advice that is easily understood.
- Be courteous and professional to all recipients of the Association's service.
- Participate in the Association's emergency call out scheme, if required
- Work out with normal working hours, if required with reasonable notice

5. Other duties in keeping with the role of Minor Repairs Operative and the Association's work

- Positively contribute to the achievement of Organisational aims and Team's Contribution tasks and goals.
- Participate in promotional, marketing and community events relating to the Association's work.
- Ensure a commitment to their own professional and personal development to meet the needs of your role and the Association.
- Ensure a commitment to the Association's Equal Opportunity Policy and Codes of Practice.
- Work with colleagues and contractors in all areas of the business to ensure we are providing a first class repairs and maintenance service for our customers.
- Carry out tasks commensurate with your role as directed by members of the Maintenance Team, Maintenance Officer, Maintenance Manager or Director.

3. Person Specification

Easthall Park Housing Association Joiner

	Essential	Desirable
Education & Qualifications		
City & Guilds Trade qualification and relevant experience as a Joiner	✓	
Certificate in Health & Safety e.g. CSCS, H&S Passport		✓
Driving licence	✓	
Experience		
Experience of re-active and emergency repairs	✓	
Experience in fitting new kitchens, doors, windows and other joinery fittings to a tight programme.	✓	
Experience of problem solving and identifying solutions to joinery and maintenance issues.	✓	
Experience in a manual working environment	✓	
Experience of working to deadlines for re-active, cyclical and planned major repairs.	✓	
Experience of working with PDAs for work scheduling e.g. Simpro.		✓
Experience in a range of maintenance works in non-joinery works.		✓
Experience of working in a similar environment e.g. tenanted properties in the housing sector		✓
Skills, Abilities & Personal Attributes		
Customer Focussed	✓	
Good timekeeping	✓	
Flexible approach	✓	
Strong communication and interpersonal skills.	✓	
Ability to plan and prioritise work to meet organisational targets	✓	
Ability to work on own initiative and as part of a team <ul style="list-style-type: none"> • Takes personal responsibility for resolving customer service issues; • Ability to listen and communicate effectively with tenants, colleagues and other stakeholders. 	✓	
Conscientious and takes pride in your work	✓	
Ability to identify and analyse problems and achieve solutions	✓	
Committed to learning new skills to enhance the customer service and the work of the Trade Team	✓	
Knowledge		
Strong working knowledge of Health & Safety	✓	
Knowledge of PPE	✓	
General knowledge of social housing		✓
Other Requirements		
Commitment to the Association's aims and values	✓	
Willingness to wear a uniform / PPE	✓	
Neat and tidy appearance	✓	
Pleasant, friendly and confident manner	✓	
Motivated and commitment to continuous improvement in the role	✓	
Understanding of equality issues and commitment to meet the Association's policy	✓	
Understanding of the need for confidentiality	✓	
Basic disclosure	✓	

4. Application for Employment



Application for Employment

1.0 Introduction

- 1.1 Easthall Park Housing Association is a Registered Social Landlord and was formed in 1992 to improve housing conditions in the peripheral area of Easterhouse in Glasgow. We have evolved through major community regeneration and a stock transfer from Glasgow Housing Association.
- 1.2 The Association owns 694 properties and provides a factoring service to 55 owner-occupiers in the Easthall and Kildermorie communities in Easterhouse.
- 1.3 The Association has a healthy mix of tenement and main door properties in the area, although these are mainly three and four apartment properties.
- 1.4 The Association prides ourselves in our achievements in housing regeneration, local, high quality and responsive services, and being more than a landlord working in partnership with Easthall Residents Association.
- 1.5 Easterhouse is a very deprived area and our communities in Easthall and Kildermorie are well within the worst 10% most deprived areas in Scotland based on the Scottish Indices of Multiple Deprivation. The Association recognise the need to improve our tenants and other residents' quality of lives, particularly during the cost of living crisis.
- 1.6 The Association has recently undergone a period of strategic review, where the outcome of a strategic options appraisal was to 'stay independent' and we will continue to provide a local service and meet the needs of our tenants and communities for many years to come. We have re-set our Business Plan and set a new Vision to make 'Easthall Park – A Great Place to Live' and a suite of objectives to drive forward our work programme focussed on our tenants, continuous improvement and best value for money.
- 1.5 The review of our business included the establishment of an in-house Trade Team in April 2024. Our aim to excel in our performance, customer satisfaction and achieve best value for money in the delivery of our repairs service and improvements to our tenants' homes.

1.6 We have a positive culture with our values ensuring we **T.H.R.I.V.E** as a business:

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- Teamwork
- Honesty
- Relationships
- Integrity
- Visionary
- Excellence
- People Focussed

1.7 We value our small staff team and the difference they make in their work, service and engagement with tenants and others to achieve positive outcomes. We have a positive working environment, where our staff display a positive energy, commitment and teamwork ethic to support each other and achieve in their work and performance.

2.0 Post of Repairs Operative (Joiner)

2.1 The post of the Repairs Operative (Joiner) is in our new in-house Trade Team, where the successful candidate will initially focus on attending to joinery works and other minor re-active repair in our tenants' homes and void properties. The Association has aspirations to grow and develop the Trade Team to attend to cyclical and planned major repair works, for example the installation of kitchens and bathrooms in our tenants' homes.

2.2 The successful candidate should possess a trade qualification and a range of experience in the work of a Joiner. You should have a good knowledge of current Health & Safety regulations.

2.3 You should have experience in a manual working environment and be able to problem solve and identify solutions to attend to repair and improvement issues. You will be expected to attend to day to day joinery repairs issues and resolve these to the tenant and Association's satisfaction. You will also be required to undertake major repair works such as installations of kitchens, doors, windows and other joinery fitments.. You must be able to work to deadlines; be customer focused and be able to communicate effectively with a range of stakeholders; and have a driving license. You should be able to work on your own initiative or as part of a team, be conscientious; have a pleasant manner; and be flexible in your approach to meet organisational goals.

2.4 The post will be based in the Easthall and Kildermorie communities in Easterhouse and the hours of work will 35 hours per week between 8.30a.m. – 4.30p.m. Monday to Thursday and 8.30am to 3.30pm on Friday. There may be a requirement on occasions to undertake additional hours to meet organisational needs and deadlines.

2.5 Easthall Park Housing Association is a full member of the Employer in Voluntary Housing (EVH) and operated salary scales and conditions of service, which have been agreed by EVH on behalf of member organisations and the Unite the Union

2.6 The terms and conditions for the Electrician are as listed:

- i. The salary for this post is EVH Grade TAS 6 (**£33,409 - £34,487**) (Pay award pending)
- ii. 35 hours per week;
- iii. 25 days annual leave plus 15 public holidays per annum; and
- iv. Defined Contribution pension scheme is available.

3.0 Recruitment Process

3.1 We hope that the information provided to you for the post of Repairs Operative (Joiner) and details about the Association will now encourage you to now apply for this post.

3.2 You should provide the following information to apply for this post:

- i) Completed Application Form
- ii) Completed Equal Opportunities Monitoring Form

You should not provide your C.V with your application

3.3 Your application can be e-mailed to recruitment@easthallpark.org.uk . We would ask for all applications to be sent electronically to the above e-mail address and you should ensure they are sent prior to the closing date. Any applications received after the closing date will not be considered.

3.4 We will only view your qualifications and request references if you are the successful candidate. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

Please do not include copies of your qualifications or references with your initial application.

3.5 The job description aims to outline the key requirements of the post and the person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your application form and assess this against the agreed person specification.

3.6 The interview panel will not make any assumptions about the nature of your experience, skills or knowledge based on the list of job titles of your current

and previous jobs in their assessment of your application form. It is for you to use the space provided throughout the form to comprehensively detail your previous experience and relate this to the job description and person specification. As well as paid employment you may also wish to include any voluntary work or any other life experience or skills you can bring to the post and Association

- 3.7 Your application form is the start of your relationship with the Association and its content and quality will demonstrate your dedication to be successful in this post and work for the Association. It is for these reasons that you should ensure your application is legible and provides relevant and comprehensive information to give you the best possible opportunity of securing this post.
- 3.8 If you are related to any members of staff, consultants, contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.
- 3.9 If you are shortlisted for interview we will ensure you are given reasonable notice for the date of your interview. The interview panel will set questions based on the job description and person specification to ensure they can appoint the candidate with most suitable experience, knowledge, personal attributes and skills to excel in this role.
- 3.10 The award of employment will be subject to a satisfactory outcome to a Disclosure Scotland check and completion of a health questionnaire.
- 3.11 Easthall Park Housing Association aims to be an equal opportunity employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us, or you wish an informal discussion with us then you may contact the Association's Director, Kenny Mollins or Maintenance Officer, Stevie McCrory on 0141 781 - 2277.
- 3.12 The closing date for receipt of your application is **10.00a.m. on Friday 8th November 2024**. Interviews are likely to be held on **w/b 18 November 2024**.

5. Application Form

EASTHALL PARK HOUSING ASSOCIATION APPLICATION FORM POST APPLIED FOR: Repairs operative (Joiner) – Grade TAS 6	 <p>Easthall Park HOUSING ASSOCIATION <i>A great place to live</i></p>
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PERSONAL DETAILS

Surname:	Initials(s):	National Insurance No:
Address:		Telephone (Home)
		Telephone (Business)

SCHOOL EDUCATION

List all certificates at their highest level only. Continue on a separate sheet if necessary

	Subject	Level and Result		Subject	Level and Result

FURTHER EDUCATION

List all Colleges, Polytechnics or Universities attended (give details of examinations taken and results awarded or awaiting). Non-UK educated applicants please specify country where study took place.

College/ University	Dates		Study Method		Qualifications Obtained, Grades Major Subjects Studied	Date Awarded/ Anticipated
	From	To	F/T	P/T		

MEMBERSHIP OF PROFESSIONAL INSTITUTES

Name of Institute	Current Status	Date Awarded

PRESENT EMPLOYMENT	
Do we have permission to contact your current employer prior to interview?	
Name and Address of Employer:	Date employment commenced:
	Present Salary and Benefits:
Position Held:	Notice Required:
Duties and Responsibilities:	

PREVIOUS EMPLOYMENT (List in order, with most recent employer first)				
Continue on separate sheet if necessary.				
Dates		Name and Address of Employer	Position Held and Nature of Duties	Reason for leaving
From	To			

EXPERIENCE SKILLS AND TRAINING

**Please describe your interest in this post and organisation and set out experiences, skills and qualities you will bring to the post.
(Continue on a separate A4 sheet if necessary)**

GENERAL INFORMATION

Do you have any voluntary work or public service commitments or any relevant experience, which you wish to draw to our attention?

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Do you have any private business commitments? If so, please provide a brief description

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We are committed to being an Equal Opportunities Employer. If you have a disability as defined in the Equality Act 2010, are there any arrangements that would assist you in attending an interview? Please provide details below.

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ADVERTISEMENT SOURCE

Where did you see this vacancy advertised?

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REFEREES

Name, Address and Occupation of two referees. They should know you in a work capacity, if previously employed

One of the referees should be your current or most recent employer

Please tick the box if you have any objections to a referee being contacted prior to interview.

1. Name and Address of Referee:	2. Name and Address of Referee:

Phone No:		Phone No:	
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Occupation:		Occupation	
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PERSON SPECIFICATION

The Association wishes to compare your experience, skills and knowledge with its requirements. You should, therefore, try to show in the following part of the form how you satisfy these. This does not have to be from paid work but can be from other experience. The Selection Panel will consider candidates who do not meet all the requirements therefore please complete all sections as appropriate.

Essential / Desirable Criteria	How You Satisfy the Criterion
Experience in re-active and emergency repairs.	
Experience in fitting new kitchens, doors and other joinery fitments to a tight programme.	

Experience of working to deadlines for re-active, cyclical and planned major repairs.

Experience of working with PDAs for work scheduling e.g. Simpro.

Strong working knowledge of Health & Safety

NOTE TO ALL APPLICANTS

In accordance with the Immigration, Asylum and Nationality Act 2006, if you are invited to attend an interview you must provide your current passport or an original document which states your National Insurance Number e.g. P45, P60, Payslip or a National Insurance Number Card, together with birth certificate.

GENERAL DATA PROTECTION REGULATION (GDPR)

The information that you provide on and with this form will be held and processed by Easthall Park Housing Association for the purpose of recruitment and selection. This may include verbal or written references that we may obtain from any referees provided and which you consent to the Association obtaining and disclosing, by submitting your application.

DECLARATION (Read Carefully)

I certify that all statements given by me on this form are true and correct to the best of my knowledge. I realise that if I am employed and it is found that such information and all other documents associated with the recruitment and selection process are false and that I have withheld information, I am liable to dismissal without notice.

I am not related in any way to a committee member of the Association.

I am not related to any member of staff, consultant, contractor or supplier of the Association.

Signed

Date

Returned applications to be received no later Friday 8th November 2024 at 10.00a.m.

6. Information for Applicants

Information for Applicants - Processing and Storage of Your Sensitive Personal Data

Easthall Park Housing Association is endeavouring to operate as an equal opportunities employer. It is part of our policy to ensure that there shall be no discrimination on the grounds of race, colour, nationality (including citizenship), ethnic or national origins, religion, social background, disability, marital status, gender, age or sexual orientation.

We are committed to eliminating discrimination from our employment practices. We will take steps to ensure that candidates are recruited, trained and promoted on the basis of ability, the requirements of the job and the need to maintain an efficient and effective service.

The personal information provided within your application form will be handled and used by us in accordance with our Data Protection Privacy Policy which you can find on our website. By submitting your application form to us, you accept the content of our Data Protection Privacy Policy about how we will process your information.

Please note that the optional Equal Opportunities monitoring form **will not** be shown to the shortlisting panel. The Equal Opportunities monitoring form will be removed for monitoring purposes before shortlisting by a non-panel member and will not affect the consideration of your application.