

BACKGROUND INFORMATION

Maintenance Officer

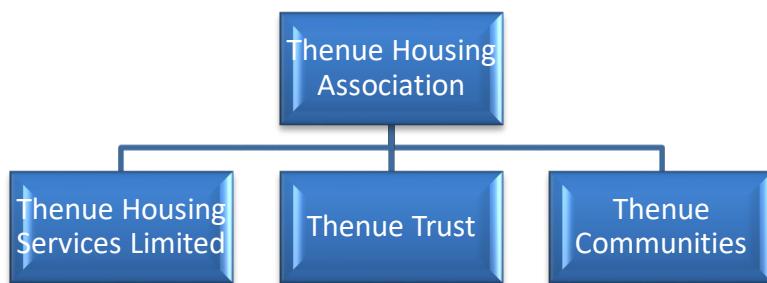
Our Story

Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base of 3,000 properties; we own 21 supported housing properties, have around 45 sharing owners and offer a factoring service to over 800 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s 'interwar' flats. They are spread across several locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

All our staff are based in the registered office at 423 London Road. We have two Community Centres (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ over 75 members of staff and have Group turnover of over £20.3 million.

Thenue Housing operates a group structure:

- **Thenue Housing Association Limited:** owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.
- **Thenue Housing Services Limited:** a wholly owned subsidiary company through which non-charitable consultancy work other housing related activities are channelled.
- **Thenue Trust:** aims to attract charitable resources for the communities where we work.
- **Thenue Communities:** a charitable subsidiary company that manages our local community centres providing facilities for learning, training, play or social events.



BACKGROUND TO MAINTENANCE OFFICER

REPAIRS TEAM, COMMUNITY HOUSING SERVICES DEPARTMENT

- 2.1 The post has responsibility for delivering an effective Repairs and Voids function which is responsive to the needs of the Association's staff, Board and customers. You will be responsible to Repairs Manager.
- 2.2 Experience in reactive repairs and void management is essential and working in a social housing environment is desirable. You will have excellent IT, organisational, communication skills and be used to dealing with the public.
- 2.3 Possessing or working towards a technical qualification is essential and a relevant professional qualification is desirable. A current driving licence also essential

SALARY AND CONDITIONS

Thenue Housing Association Ltd offers an attractive employee benefits package in accordance with EVH terms and conditions including:

Salary

The pay band range for the Maintenance Officer is EVH Grade 7, PA22– PA25 (£40,635 - £44,619) per annum.

Duration

The Maintenance Officer post is being offered as a permanent contract, 35 hours per week. An initial 6 months' probation period will be applied to the post.

Checks

A basic PVG Disclosure Scotland and/or DVLA licence check is required for this post. A full, current driving licence is essential therefore a DVLA check may be required.

Holidays

Annual leave entitlement is 25 days plus 15 public holidays per annum, in line with our EVH Statement of Terms and Conditions of Employment. There are an additional 4 days leave through our Hybrid and Flexible First Policy.

Work/Life Balance

Thenue promotes a work/life balance in relation to working hours. Our standard working week is 35 hours Monday to Friday. We operate a hybrid model of working where some days can be worked from home, others in the office, dependent on the needs of our business and in accordance with our Team Charters. We also operate a Flexible First approach which allows some degree of flexibility in terms of working hours.

Pensions Scheme

Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS). Life cover is paid by the association in addition to the main pension contribution. Automatic enrolment into the pension scheme we provide is necessary, however,

you may opt out if you wish. If you do, we are required to enrol you again every three years. Additional voluntary contributions can be made and a salary sacrifice/exchange scheme operates.

Westfield Healthcare

Thenue has recently introduced provision of healthcare, however you may opt out if you wish.

Payment of Professional Fees

The Association will re-imburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.

Prescribed Spectacles

Thenue will contribute £110.59 as of 1 April 2026 towards the cost of prescribed spectacles.

Cycle to Work

Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

THE RECRUITMENT PROCESS

Thank you for taking an interest in Thenue Housing. We hope that a combination of this introduction and the various attachments should help you to learn more about us, the post open for recruitment and encourage you to take the next step!

When submitting your completed application form, please email to recruitment@thenuehousing.co.uk. Please include the job title to your subject line.

Complete your Equalities Data Collection Form – [click to view](#)

Identification, work eligibility, proof of qualifications, Disclosure Scotland and references will be requested only if you are offered the position. The offer will be subject to satisfactory checks.

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

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

The enclosed person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will not make any assumptions about the nature of your experience, skills and knowledge. It is therefore important that you provide detail of your skills and abilities within the application form.

You should consider the relevance of the information supplied in your application form, with that contained in the person specification and job description. Stating that you meet the criteria in the person specification alone does not demonstrate this to the interview panel. You should provide examples and evidence demonstrating your skills and experience.

If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification as well as your commitment to the values of Thenue.

Please note if you are not asked to interview we are unable to provide feedback to those candidates that have not been invited to interview.

Thenue Housing Association is an equal opportunities employer and is committed to diversity in employment. If you are interested in the post and wish an informal discussion with us then you may contact, Sharon Craig-McLeary, Repairs Manager on 0141 550 9519.

Please note that the closing date for receipt of your application is at 13:00pm on Friday 06 February 2026. Interviews will be held Monday 16 or Tuesday 17 February 2026, in Thenue's office at 423 London Road.

Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.

THENUE HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE:	Maintenance Officer
DURATION:	Permanent Post – 35 Hours
DEPARTMENT:	Community Housing Services
SECTION:	Repairs Team
GRADE:	EVH Grade 7 PA22 – 25 (£40,635 - £44,619)
ACCOUNTABILITY:	Repairs Manager / Senior Repairs Officer

JOB OUTLINE

1. To ensure that the Association's tenanted and leased properties within designated areas are maintained to the standard of the Association within agreed budgetary levels
2. To provide advice, assistance and support to the Area Teams
3. To liaise with tenants and partner organisations
4. To undertake a range of maintenance functions relating to reactive repairs and voids maintenance
5. To undertake Void inspections, Pre and Post inspect works, raise repairs and voids lines as necessary
6. To achieve the maintenance standards of the Association
7. To ensure value for money and budgetary control
8. To involve tenants in the process and liaise with owners and sharing owners where appropriate in accordance with factoring policy and procedures.
9. To assist with cover within the repairs team should this be required

Void Repairs Processing

- To Liaise with the Senior Repairs Officer in relation to void management and assist where necessary
- To receive and process void repairs requests and issue job orders in accordance with Thenue's policies and procedures.
- To regularly monitor progress with works against target completion timescales in accordance with procedures
- To assist the Repairs Manager in the review and implementation of policy and procedures.
- To assist the Repairs Manager to ensure continuous improvement in the delivery of the service.
- To process contractor invoices in accordance with procedural guidelines as requested
- To liaise with contractors and external agents to ensure repairs are carried out within timescales.

RESPONSIBILITIES IN DETAIL

1. Technical Support

- 1.1 To provide technical advice to area teams
- 1.2 To assist with requests for tenants' alterations and medical adaptations
- 1.3 To provide technical advice in the processing of insurance claims
- 1.4 To assist in setting up/procurement of all Repair contracts and Contractors

2. Liaison with Tenants and Partners

To liaise with partners and consultants, supervise contractors and contracts

3. Reactive & Void Repairs

- 3.1 Carry out pre-inspection, assessment, specification and instruction of reactive/void repairs
- 3.2 Carry out post inspections according to operational guidelines
- 3.3 Inspect void houses, instruct work and monitor progress to ensure relet targets are met
- 3.4 To maintain computer and paper records associated with these tasks
- 3.5 To ensure expenditure remains within budget.
- 3.6 To assist in taking calls and raising Repair/Void lines as required

5. Performance Monitoring

- 5.1 To meet performance standards with regards to repairs and maintenance
- 5.2 To participate in assessing contractor performance
- 5.3 To participate in monitoring maintenance standards
- 5.4 To liaise with contractors as required and to ensure instructed repairs are responded to within timescales

6. Budgets

- 6.1 Checking contractors' accounts prior to authorisation by Repairs Manager/Senior Repairs Officer as requested

7. General

- 7.1 To prepare reports for the local Area Committee and attend meetings including some out of normal working hours as required.
- 7.2 Any other duties which may be required from time to time in line with the needs and objectives of the Association.

8. Approach to Tasks & Activities

- Put the customer first and aim to “go the extra mile”.
- Prioritise your own workloads, time and resources to agreed deadlines
- Be flexible and adaptable and be able to work under pressure
- Demonstrate energy and commitment
- Display excellent communication skills
- Effectively use relevant software for tasks
- Look for solutions, not just problems.
- Be flexible in approach to working hours
- Be able to cope calmly with competing demands
- Constructively liaise with other sections and departments
- Embrace change.

Sharon Craig-McLeary
22 January 2026

PERSON SPECIFICATION: MAINTENANCE OFFICER

EDUCATION, SKILLS, KNOWLEDGE, EXPERIENCE AND PERSONAL ATTRIBUTES		Essential	Desirable
EDUCATION & QUALIFICATIONS			
Good general education		✓	
Possess or working towards HNC, City & Guilds or SCQF in a Technical / Trade related subject or equivalent experience		✓	
EXPERIENCE & KNOWLEDGE & SKILLS:			
EXPERIENCE	Experience of working within a social housing environment		✓
	Proven experience of providing maintenance officer services for reactive and void repairs, (carrying out assessments, inspections of works, property inspections and surveys)	✓	
	Small scale project management/co-ordination	✓	
	Communicating with tenants, contractors and the public	✓	
	Experience of working in partnership with a range of contractors and external agencies	✓	
	Experience of working in the building or related industry with a trades or technical background	✓	
KNOWLEDGE	Experience of data recording, processing, records management, mobile working in relation to property or void management functions	✓	
	Familiarity with social housing policy standards and regulation in relation to Property Management		✓
	Good knowledge of the technical aspects of housing construction and the construction industry	✓	
	Good knowledge of Health & Safety good practice pertaining to property management and compliance	✓	
SKILLS	Knowledge of Scottish Housing Quality Standards (SHQA)		✓
	IT - able to use Microsoft office competently	✓	
	Good verbal/written communication skills	✓	
	Ability to work as part of a team and on own initiative	✓	
	Evidence of being able to prioritise workloads, time and resources to agreed deadlines and budgets	✓	
PERSONAL ATTRIBUTES			
Has an assertive, confident and pro-active approach		✓	
Ability to think creatively to solve problems		✓	
Flexible in approach to working hours, including attending evening meetings		✓	
OTHER			
Full current driving licence		✓	
Access to a car for business use		✓	
Prepared to travel and work across all our areas		✓	

THENUE HOUSING ASSOCIATION LTD

Employee Privacy Notice

Thenue Housing Association Ltd is a Scottish Charity (Scottish Charity Number SC032782), a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S)) and having our Registered Office at 423 London Road, Glasgow, G40 1AG. We take the issue of security and data protection very seriously including compliance with the UK General Data Protection Regulation (UK GDPR), the UK Data Protection Act 2018, the Data (Use and Access) Act 2024 and the Privacy and Electronic Communications Regulations, together with any domestic laws subsequently enacted.

As an employer, Thenue Housing Association Ltd is a data controller and collects and processes personal data and special category personal data relating its employees to manage the employment relationship it has with you as an employee and after you cease being an employee. We want to be transparent about how we collect and use your data and to meet our data protection obligations.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

We are notified as a Data Controller with the Office of the Information Commission under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Co-ordinator is the People and Culture Manager, any questions relating to this notice, and our privacy practices, should be raised with them.

Our Data Protection Officer is RGDP LLP who can be contacted at info@rgdp.co.uk.

What personal information we collect and why is it processed?

We collect and process a range of information containing personal data about you. The table below details the personal data collected, the purpose for this and the legal basis for processing:

Personal Information	Purpose	Our legal basis
Basic personal information and contact details including: <ul style="list-style-type: none">• Name• Address• date of birth• telephone number• emergency contact details	To maintain accurate employee records and contact details. To be able to contact someone in the event of an emergency.	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation .

Personal Information	Purpose	Our legal basis
	To allow contract, HR and business administration and defence against potential legal claims.	Necessary for our legitimate interests .
Recruitment records including: <ul style="list-style-type: none"> CVs, interview notes and assessments proof of right to work in UK (such as passports and visas) evidence of education and qualifications References Employment Contract Induction records 	<p>To make a decision about your suitability for the role you applied for.</p> <p>To comply with legislative and regulatory requirements</p> <p>To allow contract, HR and business administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract with you.</p> <p>Necessary for compliance with a legal obligation.</p> <p>Necessary for our legitimate interests.</p>
Payroll Information including: <ul style="list-style-type: none"> pay and benefits entitlements bank details national insurance number 	<p>To pay employees and make appropriate tax payments and keep appropriate records.</p> <p>To allow HR and payroll and benefit administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract with you</p> <p>Necessary for compliance with a legal obligation</p>
Work schedule and Leave including: <ul style="list-style-type: none"> days of work working hours attendance leave taken leave requests leave authorisation 	<p>To pay employees correctly</p> <p>To comply with legal requirements regarding working time</p> <p>To allow resource planning</p> <p>To manage statutory and non-statutory holiday and leave.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation.</p> <p>Necessary for our legitimate interests</p>
Pension records including: <ul style="list-style-type: none"> name marital status address 	To make appropriate pension payments.	Necessary for the performance of a contract

Personal Information	Purpose	Our legal basis
<ul style="list-style-type: none"> • DOB • Salary • Pension age • Beneficiaries 	<p>To comply with Legislative and regulatory requirements</p> <p>To allow pension administration and defence against potential legal claims.</p> <p>To allow auditing and reporting of Pension schemes</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Performance records including:</p> <ul style="list-style-type: none"> • appraisal documents • probation and performance reviews • performance improvement plans • records of capability meetings and related correspondence/ warnings 	<p>To maintain a record of the operation of performance improvement processes.</p> <p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Disciplinary and grievance records including:</p> <ul style="list-style-type: none"> • records of investigations • witness statements • notes of disciplinary or grievance meetings • correspondence with employees • relevant warnings 	<p>To maintain a record of the operation of disciplinary and grievance procedures and their outcome.</p> <p>To allow HR administration and defence against potential legal claims.</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
<p>Absence records including:</p> <ul style="list-style-type: none"> • details of absence taken • reasons for absences • records of absence management discussions such as Return to Work Interviews • correspondence with employees 	<p>To maintain records of the implementation of absence procedures</p> <p>To ensure that employees receive statutory and contractual sick pay or other pay entitlements and benefits</p>	<p>Necessary for the performance of a contract</p> <p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>

Personal Information	Purpose	Our legal basis
	<p>To meet health and safety obligations and comply with the requirement to make reasonable adjustments</p> <p>To allow HR administration and defence against potential legal claims.</p>	
CCTV Images	<p>To maintain security of office premises</p> <p>To provide a safe working environment for employees</p> <p>To comply with legislative and regulatory requirements</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
Information about Employee use of business equipment including: <ul style="list-style-type: none"> access to computers desk telephones mobile phones software and applications Internet usage Emails Social media 	<p>To maintain the operation, security and integrity of business communications systems</p> <p>To provide IT and communications systems support</p> <p>To preventing excessive personal use</p>	<p>Necessary for compliance with a legal obligation</p> <p>Necessary for our legitimate interests</p>
Photos and Videos	To promote the business of Thenue Housing Association Ltd	Necessary for our legitimate interests

Special category personal information	Purpose for processing	Our legal basis for processing	Special category legal basis
Family leave including maternity, paternity, adoption and shared parental leave, parental	To maintain a record of leave	Necessary for the performance of a contract	Necessary for the purposes of carrying out the obligations and

leave and time off for dependents (which could include information about Employee health and sexual orientation).	To ensure that employees receive statutory and contractual pay entitlements	Necessary for compliance with a legal obligation Necessary for our legitimate interests	exercising specific rights of the controller or of the data subject in the field of employment.
Occupational Health records including: <ul style="list-style-type: none"> • medical records • health monitoring information • referrals for treatment such as counselling • reports and correspondence with external practitioners or GP's. 	To assess suitability for work To meet Health & Safety obligations To comply with the requirements to provide reasonable adjustments	Necessary for compliance with a legal obligation. Necessary for our legitimate interests	Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment. Necessary for the purposes of preventative medicine or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health care systems.
Criminal convictions checks	To assess your suitability to work with us.	Necessary for compliance with a legal obligation.	Necessary for the purposes of carrying out the

		Necessary for our legitimate interests	obligations and exercising specific rights of the controller or of the data subject in the field of employment.
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We will collect this information in a variety of ways including directly from you, and from third parties as outlined below:

- Recruitment Agencies
- Former employers or other referees
- Occupational Health providers
- Banks
- Department of Work and Pensions
- Trade Unions
- Disclosure Scotland
- Professional bodies
- Training bodies
- Debt agencies
- Line managers and colleagues

Who do we share your information with?

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to you;
- If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.

We may share your data to the extent that we are required to do so by law for the below purposes:

- to complete a regulatory return in relation to the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory bodies involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling

We may share your data with third parties, including third party service providers that process data on our behalf, in connection with payroll; the provision of employee benefits; the provision of occupational health services and IT services.

In relation to our third-party service providers, we have in place a written contract which only permits them to process your data for specified purposes and in accordance with our instructions. All their employees must be subject to a duty of confidentiality. The contract also requires third party service providers to take appropriate security measures in relation to your personal data which are in line with our policies. They are also not allowed to use your personal data for their own purposes.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV and audio recordings)
- Where there is a recognised legitimate interest, as defined under the Data (Use and Access) Act 2025 and by the relevant Secretary of State
- vital interests
- the performance of a task carried out in the public interest and/or with official authority
- legal obligation

How do we secure your personal data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

In addition, we limit the access that individuals have to your personal data to those who have a business need to know.

Your information will only be stored within the UK and EEA (European Economic Area).

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

How long will we keep your personal data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.

Your Rights

You have several rights in relation to your personal data. These are listed below. A fee will not generally be charged for exercising any of these rights unless your requests are manifestly excessive.

- the right to be informed: covered by this privacy notice
- the right to access: to request a copy of your personal information and to check that we are holding and using it in accordance with legal requirements
- the right to rectification: correction of any incomplete or inaccurate personal information that we hold and use about you, there may be instances where it is not appropriate to rectify information, for example, if something was done incorrectly but identified and the correct cause of action taken, the record would show the full picture so would be accurate
- the right to object to processing: you can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party), including the right to object to direct marketing
- rights in relation to automated decision making and profiling
- the right to be forgotten: to request deletion of your personal information where there is no good reason for us continuing to hold and use it if there is a legal obligation to keep the information then this does not apply, for example, where there is a contractual obligation to keep the information
- the right to data portability: to request the transfer of your personal information to another organisation, where you have provided the information to us electronically
- the rights to restrict processing: to temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it, this is not an absolute right and only applies in certain circumstances, for example, where the processing is unlawful or we no longer need the data for the purpose of the processing

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Data protection Co-ordinator.

You should note that not all rights under the UK GDPR and Data Protection Act 2018 are absolute and are subject to qualification.

Queries and Complaints

If you are not satisfied with our handling of your request or have any other data protection related issue, in the first instance, you have the right to contact us with your complaint so that we can investigate, any complaints should be marked 'GDPR Complaint' and should be sent to the DPC.

If you still remain unsatisfied after your complain has been processed by us, you can complain to the Information Commission. Contact details are available at <https://ico.org.uk/make-a-complaint/>

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

What if you do not provide personal data?

You have some obligations under your employment contract to provide us with information. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith which you have as an employee. You may also have to provide us with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the information to us may mean that you are unable to exercise these statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable us to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Changes to this Privacy Notice

Thenue Housing Association reserves the right to update this privacy notice at any time and will provide you with a new notice when making any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.