



Maintenance Trainee Information Pack



**INVESTORS
IN PEOPLE**

MAINTENANCE TRAINEE

What is Asset Management?

The role of the Asset Management Department is to ensure we manage, maintain and invest in our property assets to ensure that our properties provide attractive, good quality homes for our residents and future customers, at an affordable cost to them and us. We also want to ensure our homes and other property assets are in the right location and are fit for purpose.

Effective maintenance is essential to ensure our properties continue to meet housing needs and remain sustainable in the future.

Various asset management procedures and processes are in place to achieve this, including the following:

- Planned maintenance programmes;
- Cyclical repairs programmes;
- Reactive maintenance policy and procedures;
- Voids procedures;
- Response targets and quality standards;
- Health and safety procedures.

What kind of work will I do?

You will work alongside the existing Maintenance Team and other colleagues in the Association to gain experience of Asset Management. As a member of the Maintenance Services Team, you will assist with the smooth running of the Association's maintenance service, planned maintenance and major repairs programme. You will also be expected to undertake a continual work assessment whilst attending further education to gain your relevant qualifications.

Below are some of the key tasks that the maintenance team perform:

- Carry out day to day administration of the repairs and maintenance service
- Inspecting properties to access defects and instructing appropriate remedial action
- Checking completed work for quality and effectiveness.
- Carrying out regular inspections of properties as part of the maintenance cycle.
- Undertaking regular scheme inspections.

What qualification will I study for?

You will attend college on a day release basis to study for a HNC in Build Environment. This will likely take place at West Lothian College in Livingston.



Where can I find out more information

More information on Kingdom Housing and the Kingdom Group can be found on our web site:
www.kingdomhousing.org.uk.

JOB DESCRIPTION

JOB TITLE:	Maintenance Trainee
JOB GRADE:	Spinal Points 15-19
ACCOUNTABLE TO:	Maintenance Services Team leader or such other senior member of staff who may be appointed.

OVERALL AIM OF THE JOB

The Maintenance Trainee will work alongside the existing Maintenance Team and other colleagues in the Association to gain experience of Asset Management. As a member of the Maintenance Services Team, you will assist with the smooth running of the Association's maintenance service, planned maintenance and major repairs programme. You will also be expected to undertake a continual work assessment whilst attending further education to gain your relevant qualifications.

MAIN TASKS OR ACTIVITIES OF THE JOB

You must be committed to undertake and achieve the relevant qualifications within the agreed timescales.

Under the Supervision and guidance from the Maintenance Services Team Leader and Maintenance Officers

1. Gain knowledge on all aspects of the Asset Management profession including administration & documentation of the day to day repairs & maintenance service, contract management, budget control, consultancy engagement and project health & safety.
2. Assisting the Maintenance Team with general administration.
3. Receive on the job training and mentoring from the Maintenance Team.
4. Shadow the Maintenance Team at various project meetings for example design meetings, pre-start meetings and performance review meetings.
5. Be first point of contact for specific projects, where necessary referring queries to a nominated member of the Maintenance Team.
6. Take on responsibility for specific projects, with appropriate support and supervision.
7. Develop a good understanding of the Associations requirements of the Scottish Housing Charter in relation to Property Maintenance and contribute directly to the ongoing review

process.

8. Gain a working knowledge of the relevant UK/EU procurement legislation and apply it to specific projects.
9. Gain a working knowledge of the current CDM regulations and apply to specific projects.
10. With the support of the Maintenance Team, build strong working relationships with other Departments and key staff throughout the organisation.
11. Represent the Maintenance Team at internal and external meetings as required.
12. Liaise with various external agencies and professionals on Asset Management related matters.
13. Carry out delegated work from Maintenance Services Team Leader and Maintenance Officers as directed.
14. Along with the other Kingdom Trainees, undertake project work as directed.
15. Any other duties which may be required from time to time by the Maintenance Services Team Leader or such other senior staff member who may be appointed.

OTHER FEATURES OF THE JOB

This is a 3 year traineeship, terms and conditions will be provided separately.

The hours of work are 36 hours per week to be worked in accordance with the needs of the Association.

There may be occasions when it is necessary to work evenings/weekends. In particular, there may be a need to attend college out-with normal working hours.

If you have not already done so, you will be expected to have obtained a full driving licence by the end of year 2 of the traineeship as this is considered an essential element of carrying out this type of job.

It is likely that the duties listed may need to be varied to suit the changing requirements of the Association.

JOB LOCATION

The operational base is as outlined in the Principal Statement of Terms and Conditions, although the post holder will be required to work and operate at any of our offices/properties to meet the flexibility requirements of the service. We reserve the right to either temporarily or permanently move an employee to another location.

Outline Conditions of Employment for the post of Maintenance Trainee

Hours Worked

Your hours of work will be 36 hours per week, not including lunch breaks, normally worked Monday to Friday (9am-5pm) but may vary according to the needs of the service and any college attendance requirements.

There may be occasions when evening and occasional weekend work may be necessary.

Salary

The salary scale is £20,325 - £22,397 (spinal points 15 – 19) per annum.

Method of Payment

Payment of your salary is in equal monthly instalments in arrears, by bank transfer, no later than the last Friday of each month.

Special Conditions

This is a temporary post for 3 years.

Location

The operational base is at our Depot at Boston Road, Glenrothes, although you will be required to work and operate at any of the Kingdom's offices or properties to meet the needs of the service.

We may either temporarily or permanently move the post holder to another location.

Probationary Period

The first 3 months will be classed as a probationary period.

We may extend the probationary period if there are any concerns regarding your performance, attendance or conduct. We may end your employment during the probationary period where we believe your performance, attendance or conduct is unsatisfactory.

Pension

We are a member of the Scottish Housing Associations Defined Contribution Pension Scheme. If you choose to become a member, we will make contributions towards your pension in accordance with the current provisions of this scheme.

The employee contribution rate is 4% and the employer contribution rate is 8%, however an option to increase employee contributions is available.

For employees not in our Defined Contribution Scheme, auto enrolment pension provision is applicable subject to eligibility criteria. You can find out more about workplace pensions and the benefits of staying enrolled by visiting www.gov.uk/workplacepensions.

Annual Leave

The annual leave year is from 1 April to 31 March. Your full leave entitlement (pro rata for part-time employees) will be 37 days, comprising 33 annual leave days and 4 public holidays.

There are no enhanced payments made for night working or work on a public holiday other than the two designated public holidays at Christmas and New Year.

Where a full year has not been worked, a proportion of the full year's entitlement will be granted based on the number of complete months worked in the year.

Offer of Employment is subject to:

- Satisfactory references (one should be from your present/ most recent employer, or school/ college if this is your first employment). We do not normally accept references from relatives or friends and we reserve the right to request more than two references.
- Producing documentary evidence under the requirements of the Immigration, Asylum and Nationality Act 2006, to verify that you are eligible to work in the United Kingdom.



- Verification of qualifications/memberships you have stated in your application which are relevant to the post.
- Confirmation that you have no conflict of interest in accordance with our Entitlements, Payments and Benefits Policy.
- A satisfactory Standard Police Act Disclosure Check.

This information is provided for general guidance only and is not intended to be contractual.

PERSON SPECIFICATION
MAINTENANCE TRAINEE

Essential Criteria	
E 1	A genuine interest in developing a career in Asset Management
E 2	Enthusiastic and positive with good interpersonal skills
E 3	Strong verbal & written communication skills
E 4	Ability to work as part of a team
E 5	Ability to work accurately, with attention to detail
E 6	Organised and methodical approach to tasks
E 7	Minimum of two Highers (or equivalent) including English and Maths
E 8	Commitment to completing relevant Maintenance/Construction qualifications

Desirable Criteria	
D 1	Good IT Skills, including experience of Microsoft Office, excel, working with web portals etc
D 2	Ability to plan and organise to meet tight deadlines
D 3	Driving Licence or willingness to obtain this by then end of year 2

Maintenance Trainee

Learning Outcomes

Summary

The key objective of this role is for the trainee to gain the skills, ability and knowledge to be able to progress into a career as a Maintenance Officer.

Subject areas to be covered

Planned maintenance programmes
<ul style="list-style-type: none"> • Window Replacements • Stage 111 procedures (adaptations for medical reasons) • Kitchen Replacements • Bathroom Fitting Replacements • Stair Vinyl Replacements in Blocks etc • Smoke Detector Replacement
Cyclical repairs programmes
<ul style="list-style-type: none"> • Window Painting Contracts • Fencing Painting Contracts
Reactive maintenance
<ul style="list-style-type: none"> • Daily Repairs Reported by Tenants: Such as, Leaking Pipes, Electrical lights not working, Condensation, Damp, Joinery repairs etc • Door Entry Systems • Inspections of Blocks for defects such as ,hand rails, stair vinyl torn, common area windows not working, Fire Door Inspections,
Voids procedures (Empty Properties after tenant leaves)
<ul style="list-style-type: none"> • Check property for all defects • Report and raise orders for Defects to be repaired • Check dates on Smoke Detectors • Check electric /gas meter readings • Ensure that timescales are met for carrying out the inspections • Issues are raised with your Line manager • Carry out Post Inspections after works completed and record this.



KINGDOM

Housing Association

Maintenance Trainee Training Plan

When	What
Year 1	<ul style="list-style-type: none">• KHA Organisational orientation<ul style="list-style-type: none">○ Vision, Mission and Strategy○ People & Structure○ Regulators – HSE, Care / HMO Inspectorate○ Shadowing Maintenance Assistants and Maintenance Officers on site to carry out inspections and property checks○ Health and Safety Legislation including Personal Risk Assessments and COSHH assessments (Control of Substances Hazardous to Health)○ Attending College on day release basis to gain formal qualification in Building Construction and maintenance• Attend Training Courses and Tool Box Talks both Internal and External as required• Be trained in Performance Standards• Gain Experience in dealing with tenants and there issues
Year 2	<ul style="list-style-type: none">• Continue College Training Course to gain formal qualification• More detailed Inspections with Officers• Carrying out inspections alone• Attend Training Courses and Tool Box Talks both Internal and External as required• Assisting with Quality Control inspections to ensure the Associations agreed standards are being maintained.
Year 3	<ul style="list-style-type: none">○ Further Formal training○ Carrying out more in-depth inspections alone• To undertake the preparation of routine and ad hoc reports from both manual and computerised records• Carrying out Quality Control inspections to ensure the Associations agreed standards are being maintained.• To keep up to date with appropriate legislation and safety standards