



Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife. With an annual turnover in excess of £18m, we own 1340 properties across the areas with two care homes in Edinburgh

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future, fuel efficient and are the best achievable standard whilst remaining affordable.

Our customers are at the heart of what we do, and we are creating a culture of continuous improvement in the services we deliver, and we want them to choose us as their preferred landlord and care home provider.

The successful will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

We aim to build a highly motivated, customer focused team with a balance of appropriate skills and experience that can work positively together and learn from one another.

Job Title	Maintenance Technician/Handyperson (Mobile)
Reports To	Chargehand Maintenance Technician
Department/Section	Assets
Location	Head Office, 4 South Oswald Road, Edinburgh
Date	September 2025

Job Purpose

Reporting directly to the Chargehand Maintenance Technician, in this hands-on role the postholder will be responsible for the effective and efficient delivery of a range of building safety, caretaking and handyperson services to VHA's customers and colleagues.

You will be allocated tasks of a varied nature according to your skill sets (i.e. Minor joinery, plumbing and maintenance works, painting and touch ups) and demand across our housing complexes, care homes and offices. Work will broadly consist of -

- Monitoring practical health and safety issues within our buildings ensuring they are safe, clean and clear of obstructions, documenting the results
- Carrying out minor repairs and works ensuring internal and external areas of our buildings are maintained as required.
- Inspecting and reporting repair and maintenance concerns to the Assets Team.
- Carrying out a range of minor DIY jobs for customers.

Key Responsibilities

- Deliver first class customer service.
- Reactive and proactive maintenance tasks as directed by the Assets Team Leader.
- Minor joinery, plumbing and maintenance works, painting and touch ups.
- Planned maintenance tasks including testing of systems and recording all tests.
- Waste management services including bin rotation, weekly pull outs and return.
- Ensure health and safety on site including removing trip hazards and reporting all faults.
- Move furniture and effects for domestic, care and non-domestic properties as required.
- Preparing rooms during the resident move in/out process
- Preparation and clean-up of amenities for resident events
- Reporting and recording all maintenance tasks using systems provided
- Supporting parcel delivery and management of deliveries to site
- Submitting material and supply requests to Assets Team Leader
- Replenishing supplies and maintaining accurate records of equipment on site
- Consistently deliver Viewpoint service standards to residents, colleagues and all visitors to its buildings
- Respond to resident queries within given standard operation procedures as allocated
- Carrying inspections and diagnosis of reported defects for Assets team as required.
- Provide informed and accurate information to residents where required
- Record the results of fire safety tests and inspections within logbooks and inspection

reports.

- Escort contractors on and off properties as and assist when required.
- Responsible for any allocated company stock, supplies, equipment and company vehicle.
- Liaise with the admin team to ensure weekly order reports are completed on time, variations noted and agreed, and the system updated.
- Assist care home management and the compliance team with maintaining up to date records.
- Working closely with colleagues, contribute to asset management risk management strategies and reporting.
- Participation in regular and ad-hoc meetings with colleagues, customers and contractors as required.
- The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.
- This role is a mobile one and you will be expected to have and maintain a full driving license.
- You and the other members of the Maintenance/Handyperson team will be deployed on a flexible basis to any individual property or group of properties as required.
- Participate as part of VHA's response team as part of the business continuity response to major incidents such as fire and flood.

Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- Your team systems, data and processes, including implementing, developing and integrating these as required.
- Assessing and managing risk as it relates to your team objectives.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Undertaking organisational and technical skills training as required, including Health and Safety, GDPR compliance and safeguarding etc.
- Ensuring compliance with all relevant policies and procedures.
- Ensuring compliance with all procurement practices and processes including management of contractors within your area of responsibility.
- Providing accurate and timely management information relating to your team's performance and how this contributes to overall business performance.
- Taking care of any vehicle, equipment or materials issued to you for work purposes.

Viewpoint's Behaviours – you are expected to live our workplace behaviours:

- Be a role model for staff and stakeholders, showing energetic, determined, flexibility and positive behaviours that will support our organisational, values, aims and outcomes.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- You will be a team player willing to assist colleagues in your team and the wider business as required to deliver excellent levels of service.

Viewpoint's Values – you are expected to live our workplace values:

- Inspire with positive smiles and words.
- Say 'yes I can, and I will'.
- Celebrate age, experience and wisdom.
- Do according to our customers' wishes and ambitions.
- Treat people (everyone is a VIP) as we would a "loved one".
- Work hard, have fun and laugh.
- Stay courageous, creative and ahead of the game.
- Work with those that share our values.

PERSON SPECIFICATION

Maintenance Technician/Handyperson (Mobile)

	Value of Criteria		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
QUALIFICATIONS & EXPERIENCE						
SVQ 2 certificate in a craft trade (Joiner, Plumber, Painter) or equivalent	✓		✓	✓		
Knowledge and awareness of COSHH and Health and Safety regulations	✓		✓	✓		
Committed to undertaking necessary training	✓		✓	✓		
Evidence of Continuing Professional Development	✓		✓	✓		
Experience of working with the public	✓		✓	✓		
Working knowledge of social housing/property management		✓	✓	✓		
Knowledge and understanding of the difficulties experienced by older and other vulnerable groups of people		✓				
Experience of working as part of a multi-disciplinary team		✓				
KNOWLEDGE, SKILLS & ABILITIES						
Good working knowledge of and ability to seek out new and innovative ways of working which improve services to customers to achieve measurable results and continuous improvement	✓		✓	✓		
Good knowledge of systems/equipment relevant to role	✓		✓	✓		
Knowledge of relevant Health and Safety Legislation	✓		✓	✓		
A good understanding of the legal and financial aspects of property projects and transactions		✓	✓	✓		
Good working knowledge of policy issues relating to housing and asset management		✓	✓	✓		
Ability to deliver excellent levels of customer service at all times	✓		✓	✓		
Ability to carry out minor repairs to a high standard	✓		✓	✓		
Basic IT skills and the ability to demonstrate digital approaches to all areas of your work	✓		✓	✓		
Good verbal communication	✓		✓	✓		
Able to deal with changing priorities and to respond appropriately	✓		✓	✓		
Knowledge of GDPR and data protection legislation and guidelines as it relates to your area of responsibility	✓		✓	✓		
Maintain a clean driving licence	✓					
VALUES & ATTITUDES						
Ability to demonstrate a commitment to Viewpoint's values and behaviours	✓			✓		
Takes responsibility for professional development and training to support this	✓		✓	✓		
Team player with a positive 'yes I can and I will' attitude	✓			✓		
Proactive and flexible approach	✓			✓		
OTHER CONSIDERATIONS						
Willing to be flexible in working hours and able to travel as required.	✓		✓	✓		
Highly self-motivated with effective leadership style and a self-managing "can do" attitude	✓					

Determination and willingness to take on new challenges and responsibilities	✓					
Willing to challenge stereotyping, prejudice, discrimination and bias	✓					