



MAINTENANCE OFFICER APPLICATION PACK



'Women supporting Women'

Responsible to: Team Leader

Salary Scale: £19,698 (pro-rata)

Working hours: 16 hours per week (3 day working week)

*On occasion there may be the need for extra hours - this would not exceed 21 hours per week

Location: Dingwall



Send your application to info@rosswa.co.uk.

For inquiries, call us on 01349 863568



Letter from the Chair

Thank you for your interest in Ross-shire Women's Aid (RWA). Our ultimate vision is a world where:

- Every woman is safe from physical, mental, psychological, and sexual abuse
- Children grow up happy and joyfully without fear
- Women and children can live safely in a home of their own
- Respect and dignity are a reality

Despite decades of progress, women and children still live with domestic abuse. It is happening across all levels of society: intellect, profession, education, and knowledge is no protection against domestic violence. 18.5% of women report having experienced physical or psychological partner abuse since the age of 16. This means that almost one in five women will experience domestic abuse. In addition, approximately 39% of those suffering from partner abuse have children living in the household.

Our overarching vision guides us and ensures that women and children's safety and well-being are always at the core of our activities which include:

- One-to-one support by phone, text or in-person
- Group support
- Information on welfare rights
- Advocacy
- Safe accommodation

We listen in confidence, believe women, and support them whether they are still with their partner or ready to leave or have already left the relationship. We can help with whatever kind of abuse they are experiencing from a partner. We will support any woman whose partner or ex-partner abuses them regardless of gender. We help children and young people cope, see a different future and gain confidence and self-esteem as they thrive under our care. While domestic violence exists, we will be here to help support women and children to move on and create happy memories that will last a lifetime.

We cannot succeed alone. We partner with various local and national organisations, including local and national Government, Police, NHS, Housing, Health, and Social Work.

We seek to appoint a new Maintenance Officer to ensure the general upkeep of Refuge is as safe, secure and comfortable as possible for our women, children and young people who reside there as well as for our staff, volunteers and supporters. As Maintenance Officer, you will:

- Ensure our accommodation is clean, safe and fit for purpose
- Create a clean and safe working environment for staff, volunteers and supporters
- Ensure that Health & Safety of our Refuge is met

You will have adequate and comprehensive experience, be able to work autonomously and take ones own initiative. You will take pride in our Refuge ensuring that the process of women and children moving into Refuge is a comfortable one.

We are looking for a remarkable individual, with great cleaning skills, who can manage daily changes to routines well and a 'can do' attitude to join our team.

We'd like to hear from you if you believe you have the vision, skills, and personal qualities that this role demands.



Fiona Palin, Chair

Primary Purpose

The Maintenance Officer is responsible for maintaining the cleanliness and general care of Ross-Shire Women's Aid Refuge, flats, office, and communal areas.

You will be responsible for ensuring our premises meet a high standard of cleanliness, safety and comfort for the people who live and work within Refuge. You will be responsible for cleaning the office and communal spaces as well as the Refuge flats after a family or women leaves in preparation for the next resident moving in; and liaising with contractors on anything that needs fixed or repaired within the refuge building.

Key Responsibilities

Responsibilities concerning turn over of flats:

- Deep clean flats to a high standard once a women / family leave refuge (5 family flats, 1 bed sit)
- Launder bedding and towels
- Ensure full itinerary of flats, replacing any missing or broken items
- Carry out walk around checklist to ensure flat is ready for next residents
- Arrange collection of left over belongings from residents

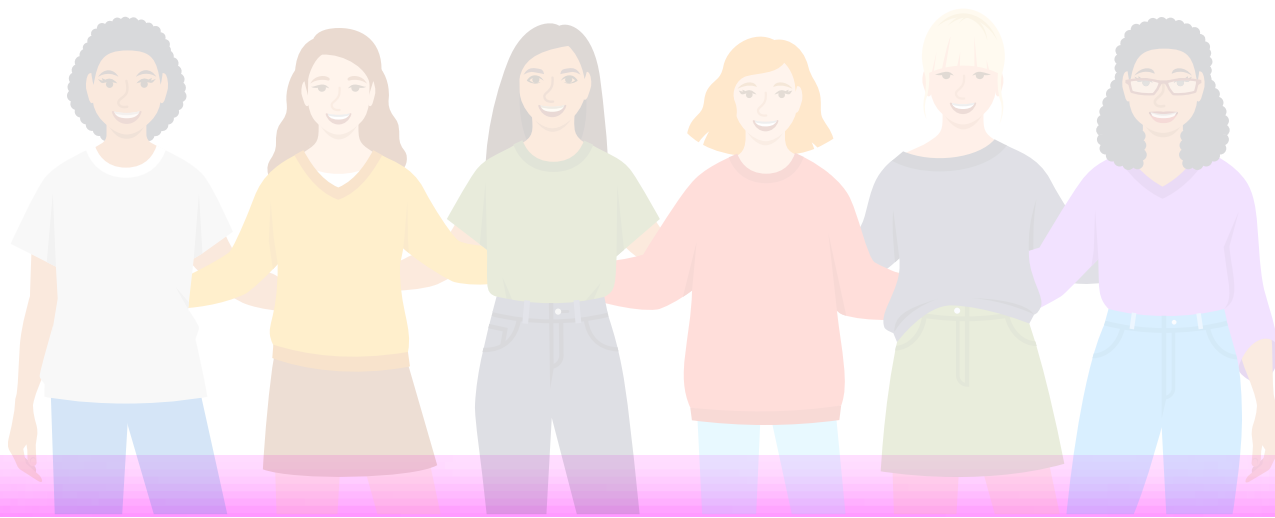
Responsibilities concerning cleaning of Refuge:

- *Maintain the cleanliness of offices, toilets, communal living spaces, kitchen, laundry room, hallways and stairwells*
- *Ensure all areas of the building are clean and sanitised including furniture, chairs, tables and equipment*
- *Floors should be vacuumed. On occasion deep cleaning of carpets and furniture may be required*
- *Internal windows, doors and handles to be cleaned*
- *All bins to be emptied and rubbish discarded in general waste and recycling*
- *Garden area to be kept clear*

Responsibilities concerning maintenance of Refuge:

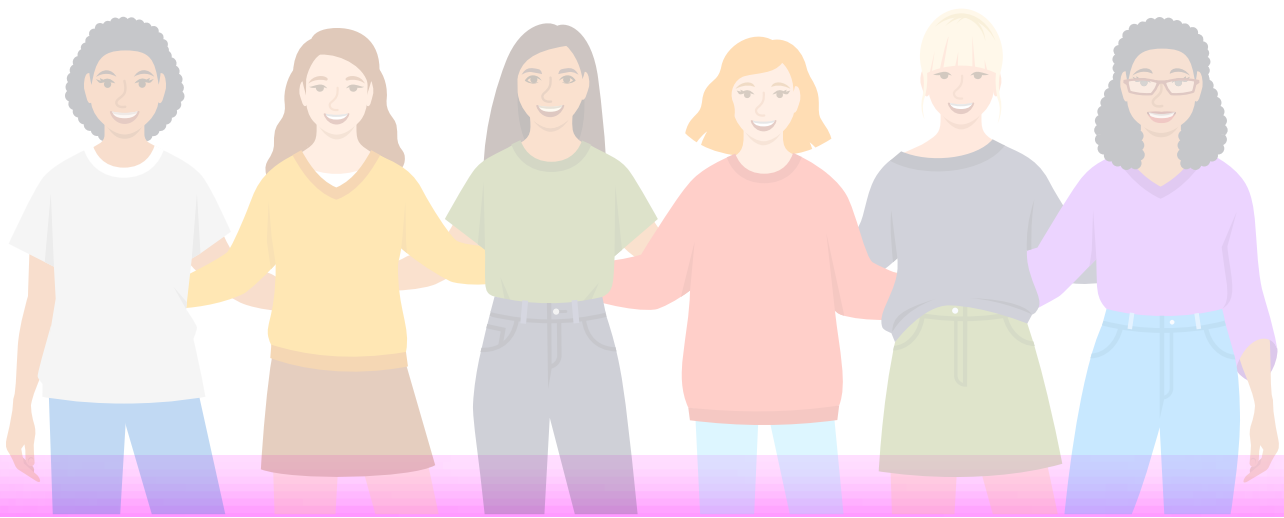
- *Manage the upkeep of the fabric of Refuge e.g repairs, cleaning and maintenance checks*
- *Carry out routine flat inspections and report any risks to management*
- *Ensure compliance with Health & Safety protocol is being adhered to and update log accordingly including fire alarm and other tests*
- *Carry out general maintenance and repair work both inside and outside Refuge.*
- *Organise contractors as necessary and supervise visits*
- *Manage donations to the organisation, sort and distribute accordingly*

**Women only need apply under Schedule 9 (part 1) of the Equality Act 2010.
The successful candidate will be required to join the PVG scheme.**



Person Specification

Attributes	Essential	Desirable
Qualifications	<ol style="list-style-type: none"> 1. Willingness to undertake appropriate and relevant training 	<ol style="list-style-type: none"> 1. Awareness of Domestic Abuse and its causes and effects
Experience	<ol style="list-style-type: none"> 1. Experience in cleaning 2. Ability to undertake house-keeping & caretaking duties 3. Ability to carry out manual handling 4. Ability to order stock and have stock control skills in relation to cleaning supplies 	<ol style="list-style-type: none"> 1. Experience liaising with contractors such as housing, plumbers, heating engineers 2. Understanding of the issues and support needs of the women and children we support who are experiencing domestic abuse 3. Experience of lone working settings and procedures
Knowledge, skills and abilities	<ol style="list-style-type: none"> 1. Ability to work in an organised manner 2. Good communication skills both written and verbally 3. Excellent interpersonal skills 4. Ability to maintain records including electronically 5. Ability to demonstrate commitment to equal opportunities 6. Knowledge of Health & Safety in relation to cleaning equipment and materials 	
Other	<ol style="list-style-type: none"> 1. A sensitive and non-judgemental approach to working with women 2. Maintain strict professional boundaries 3. Understanding of confidentiality 4. Ability to work on own initiative and as part of a team 5. Driving license and access to a car with insurance cover for business use 	



RWA Benefits

- 32 days annual leave includes 4 public holidays, pro rata for part time. For this position 24 days annual leave is allocated.
- Payment will be made for any hours worked over up to 21 hours. TOIL will be given for hours worked over 21.
- You will be offered external support and supervision sessions should you require them
- 10% Employer Pension (auto enrolled after 3 months service), option to opt in / out.
- Westfield Health Care package (auto enrolled after 3 months service)

