

# Multi Trade Operative Recruitment Pack



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# About Us

New Gorbals Housing Association was established in 1989 by a committee of local people with a shared vision: to create new, high-quality homes in the Gorbals community.

Since then, through an ambitious programme of new-build developments and the acquisition of homes from Glasgow Housing Association and Scottish Homes, the Association has grown to manage over 2,600 homes for social rent in the Gorbals.

Today, we are the main provider of social housing in the Gorbals. Beyond this core responsibility we also provide factoring services to over 1,900 privately owned homes across the Gorbals, a number we expect to grow over the next five years.

Through our subsidiary, New Gorbals Property Management (NGPM), we also manage 63 mid-market properties which provide additional affordable housing options in our community.

We employ Welfare Rights, Communications, and Community Engagement staff who work alongside colleagues in our core service areas of Housing Management, Maintenance, Development, and Finance and Administration. We have 60 office-based staff, and approximately 50 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

## Our Vision

To provide the highest possible quality housing environment and services to all our customers whilst maximising our contribution to the overall regeneration of the Gorbals and addressing, where possible, the needs of this in the community who experience disadvantage.

Our vision and values are at the heart of everything we do. They guide our business decisions, shape our organisational culture, and define how we work with our community. We prioritise community empowerment, delivering high standards of service, and acting with social responsibility. These values drive us to provide exceptional housing and services while playing an active role in the regeneration and well-being of the Gorbals.

## Our Values

- To be representative of, and accountable to, the Gorbals community.
- To be accessible and equitable treating every individual with courtesy and respect.
- To be innovative and creative, delivering the best possible outcomes for our community.
- To be focused on delivery customer-centric services which are collaboratively designed.

## **JOB DESCRIPTION**

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**POST OF** : **MULTI TRADE OPERATIVE**

**SALARY** : **£17.85 PER HOUR**

**RESPONSIBLE TO** : **REACTIVE REPAIRS MANAGER**

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### **1. GENERAL RESPONSIBILITIES**

- 1.1 Multi Trade Operatives contribute to ensuring that New Gorbals Housing Association provides an efficient, cost-effective, and high-quality service for all properties it manages, including owner-occupied developments.
- 1.2 Multi Trade Operatives will play a key role in the day-to-day delivery of the Association's Reactive Services, carrying out a range of general building and maintenance tasks.

### **2. GENERAL DUTIES**

- 2.1 Carry out a wide range of general labouring and multi-trade tasks, including basic building works, repairs, maintenance, and minor installations to residential properties, both internal and external.
- 2.2 Undertake work at height using ladders, scaffolding, scaffolding towers, and Mobile Elevating Work Platforms (MEWPs), including cherry pickers, in line with health and safety requirements.  
  
Daily tasks include, Tiling, Power Washing, Slabbing/Ground works, clear out bin chutes, Gutter repairs, Pointing/Brick work
- 2.3 Assist with preparation, clearance, and completion of works, including moving materials, site set-up, and maintaining a safe and tidy working environment.
- 2.4 Measure work areas and assess materials, tools, and time required to complete assigned tasks effectively.
- 2.5 Work collaboratively with other trades and operatives on larger or more complex jobs as required.

### **3. SKILLS & KNOWLEDGE**

- 3.1 Proven experience in a general labouring or multi-trade role within a housing, construction, or maintenance environment.
- 3.2 Strong understanding of Health and Safety legislation and safe working practices, particularly when working at height.
- 3.3 Experience of working with the public, providing a high standard of customer service and responding appropriately to tenant or owner queries.
- 3.4 Ability to manage own workload, prioritise tasks, and work effectively with minimal supervision.

### **4. MISCELLANEOUS**

- 4.1 Respond to all within the Association in a prompt, polite, and efficient manner and deal with any complaints in line with the Housing Association's complaints handling policy and procedure.
- 4.2 Carry out other specific tasks as instructed by the Reactive Repairs Manager or Reactive Repairs Supervisors.
- 4.3 To work occasionally outside normal office hours, including weekends, as service demands require.
- 4.4 To work with colleagues across the organisation as required to support service delivery.
- 4.5 To undertake all training and development initiatives as required, including training related to working at height and use of access equipment.

# What we Offer

## Summary of Principle Conditions of Service:

Post	Multi Trade Operative
Contract type	Permanent
Hourly Rate	£17.85 per hour
Hours of Work	Monday to Friday - 39 hours per week
Annual Leave	22 days Annual Leave year runs from 1 April to 31 March
Public Holiday	15 days
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS)
Sickness Entitlement	Occupational sick pay rising to 12 weeks full pay based on length of service
Notice Period	4 weeks



# How to Apply

We trust that you have found the information in this recruitment pack both useful and informative. If you would like to join our team, please take note of the key dates and process below.

## Key Dates

<b>Closing Date</b>	5pm on Friday 27 February 2026
<b>Interviews</b>	Wednesday 11 March 2026

Please review the Job Profile and provide an up to date CV and supporting statement (no more than 2 pages) outlining your experience and how you meet the role requirements to: [Recruitment@newgorbalsha.org.uk](mailto:Recruitment@newgorbalsha.org.uk)

Any CVs received after the closing date will not be considered.

Should you require any further information on this post, please do not hesitate to contact Martin Gaughan, Reactive Repairs Manager on 0141 429 3900.

**We look forward to receiving your CV.**



# NEW GORBALS

HOUSING ASSOCIATION



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