



**Respond
Repair
Rebuild**

LOOKING AFTER HOUSING ASSOCIATION HOMES



Stores Person Recruitment Pack

Welcome to R3 Repairs:

R3 Repairs started trading in April 2010 and operates across Southeast Scotland. We specialise in providing maintenance services to the Housing Association sector and can provide an all-trades repairs and maintenance service to you and your tenants, day and night, 365 days a year.

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Advertisement

Stores Person

Ref – SP0625

Location: Wallyford

Hours Full-time - 39hrs

Salary: £35,000

R3 Repairs is a busy - and growing - property repairs and maintenance company. We have been working in Edinburgh, Lothian and the Borders for almost 14 years, and are wholly owned by East Lothian Housing Association. We carry out work in social housing, private homes and for other businesses – that means there's lots of variety and the potential for every day to be different.

We carry out repairs to empty homes and day-to-day repairs to tenanted/occupied homes. Customer service is key to us, so we make sure our customers receive a full service, including responding to emergencies out of hours.

We are looking for a dependable and organised Stores Person to support our property maintenance operations.

This role involves managing tools, equipment, and maintenance materials to ensure that our mobile and on-site teams are fully equipped to deliver a timely, high-quality service. The ideal candidate will have experience in stores or warehouse environments, good attention to detail, and a hands-on approach to inventory and stock control.

The role of Store Person reports directly to the Operations Support Manager.

This is an exciting time to become a member of our team following our recent restructure and ambitions to grow and deliver the best possible services to our customers.

To help us to achieve our business objective to have a reputation for excellence, be recognised as a high-quality provider of repairs and maintenance, R3 Repairs is currently recruiting for a variety of roles in our team.





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For more information on these roles, why not visit our website at www.r3repairs.co.uk

In return for your valuable contribution, R3 will offer you:

A wide range of development opportunities, including comprehensive induction, training and e-learning.

Benefits that include up to 32 days paid holiday per year pro rata and a generous employer pension contribution.

Use of company vehicle.

R3 will fully fund your Disclosure.

How to apply:

To apply for this post please send a CV, including a short explanation outlining your reasons for applying for this role and why you believe you are a strong candidate for this position, to our R3 recruitment mailbox: r3recruitment@r3repairs.co.uk

Please ensure you quote the reference for the post on your CV.

Ref: **SP0625**

Closing date: Monday 7th July 2025

R3 Repairs Limited is a Scottish Living Wage employer and is a subsidiary of East Lothian Housing Association (Scottish Charity No: SC028900).





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Our Values

As part of East Lothian Housing Association Group, R3 Repairs has both the backing of a company you can trust, with the knowledge that the parent company, East Lothian Housing Association, is a non-profit making, locally based charitable organisation.

The profits R3 Repairs makes go back into the local economy, they are not siphoned off by the shareholders or paid to company directors.

R3 Repairs started trading in April 2010 and operates across Southeast Scotland. We specialise in providing maintenance services.

We also provide services to the private and commercial sectors.

We **RESPOND** at times that suit our customers.

We aim to **REPAIR** first time.

And for larger jobs we **REBUILD**

Our Values – At R3, we are





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Job Outline - Stores Person

Purpose:

To provide and deliver a high quality stock management service to all R3 customers, ordering, allocating, and processing all stock as necessary to Operatives as detailed within R3 Repairs policies and procedures.

Responsible for the efficient receipt, storage, and dispatch of a wide range of materials. The role requires good organisational skills, attention to detail, and the ability to work both independently and as part of a team.

To be responsible for supporting colleagues within the stores, you will ensure all operatives are fully equipped to provide the repairs and maintenance services.

You will ensure that effective procedures for all aspects of the stock management are in place and reviewed to reflect changes in operations, legislation and policy.

You will assist the Operational Support Manager to implement and maintain a performance management culture within R3 and assist in the improvement of business processes and development.

Responsibilities:

Fact Finding and Analysis

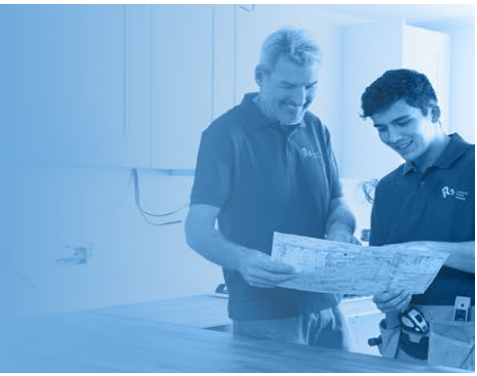
- To assist and provide support for the R3 Repairs team to provide an efficient, effective and customer focussed service to all our customers.
- Capture and share the learning from each contract by constant review and champion continuous improvement.
- Provide regular reports to the Operational Support Manager and others, as and when required, to assist with internal and external reporting requirements.
- Ability to analyse and diagnose problems and implement effective solutions.





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Innovation and Initiative

- To work collaboratively across R3 Repairs to enable the delivery of the company's aims and objectives.
- To ensure contract milestones are met in accordance with customers specifications.
- To resolve problems in collaboration with internal and external teams, through innovative and creative solutions.
- To contribute to the review and continuous improvement of policies and procedures.
- Assist in the development of effective problem-solving ensuring problem definition, generation of alternative solutions, evaluation and selection of suitable solution and implementation.
- Monitor job progression and completion to ensure all materials, plant and machinery are available for works, to ensure these are allocated and completed within the required timescale of the works order and maximum efficiency is achieved.

Interpersonal Skills

Internal

- To provide a customer focused and professional service to partners, internal and external stakeholders and our customers.
- To liaise with internal and external stakeholders where appropriate and sustain good relationships, with stakeholders and partners.
- Coordinate the material management of response repairs, voids and installations, for clients, liaising with the Repairs Administrators and relevant Contracts' Managers as required.
- Responsible for ensuring the store/workshop is clean, organised, and compliant with health and safety standards.
- Responsible for conducting regular stocktakes and assisting with inventory audits.
- Responsible for issuing materials, workwear, PPE and tools to maintenance teams as requested, ensuring proper documentation and the relevant systems are updated.
- Responsible for the management of Asset Tiger (Power tool management system).





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External

- On behalf of R3 Repairs, attend meetings with partners and suppliers.
- Assist in the monitoring and auditing of service contracts, sub-contractors and suppliers, ensuring best delivery of services in a cost-effective manner.
- Contribute to the close management of contractors and suppliers.
- Work with the H&S Consultant and Contracts' Managers to administer and maintain health and safety procedures/processes as required.

Leading and Developing People

- Assist in the management and delivery of a professional, efficient and cost-effective planning and materials service to the required quality standards and within approved budgets, in compliance with appropriate legislative controls and within the policies of R3 Repairs.
- To support and mentor colleagues to encourage motivation and continuous development.

Resources

- To prepare reports for, (and where required attend), any Supplier and Management Meetings.
- Assist the Operational Support Manager to continually evaluate R3 Repairs stock management processes ensuring they continue to be fit for purpose, efficient and cost effective, delivering services to all customers requirements.
- To participate in working groups on any contract related matters and jointly with colleagues as required.
- Provide support to colleagues in business planning for the organisation's future development capacity and capability.

Expertise

- Responsible for the delivery of a professional, efficient and cost-effective stores management service to the required quality standards and within approved budgets, in compliance with appropriate legislative controls and within the policies of R3 Repairs.
- Working with the R3 Repairs colleagues to ensure all materials, plant and tools are available for works to properties, following the company's reactive and void processes. Monitor progress at regular intervals to ensure completion within target times

Qualifications

- Forklift license (preferred but not essential).





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Experience

- Previous experience as a Stores Person, preferably within a property maintenance or trade-based environment.
- Managing and delivering multiple complex portfolios of contracts simultaneously.
- Strong organisational and communication skills.
- Physically fit and capable of manual handling and lifting.
- Ability to work independently and manage time effectively.
- Strong commitment to safety and attention to detail.
- Strong attention to detail and accuracy.

Knowledge/Skills

- Understanding of Housing Associations business practices would be advantageous.
- Basic computer literacy – able to use inventory software or spreadsheets.
- Good understanding of tools, materials, and equipment commonly used in plumbing, electrical, painting, or building maintenance.
- Familiarity with health and safety regulations in a maintenance or construction environment.

Competencies

As well as the ability to do this role you will be assessed in conjunction with the following competence areas:

- Customer Service.
- Problems Solving.
- Communication.
- Leadership.
- Managing Change.
- Continuous Learning.



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Conditions and Remuneration

Salary and Benefits:

Salary Package

Salary - £35,000

Holiday

Up to 32 days paid holiday per year pro rata.

Pension

Employer pension contribution

Benefits

Working hours designed to offer you a good work-life balance.

Newly launched employee discount scheme

Use of company vehicle

How to apply:

To apply for this post please send a CV, including a short explanation outlining your reasons for applying for this role and why you believe you are a strong candidate for this position, to our R3 recruitment mailbox: r3recruitment@r3repairs.co.uk

Please ensure you quote the reference for the post on your CV.

Ref: **SP0625**

Closing date: Monday 7 July 2025

Interview date: To be confirmed week commencing 16 July 2025





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EQUALITY & DIVERSITY POLICY

The Group are committed to promoting an environment of respect and understanding; encouraging diversity and eliminating discrimination by providing equality of opportunity for all in the following activities:

- Admission to the housing register
- Allocating housing
- Provision of all services to tenants and other customers
- Appointment of Consultants and Contractors
- Handling of comments and complaints
- Recruitment of Association members
- Recruitment of Management Committee / Board Members
- Recruitment and employment of staff, and all aspects of their Terms and Conditions of Employment

We are committed to complying with all current anti-discrimination law, regulation and good practice.

We aim to ensure that in all our policies, procedures and management decisions there is no discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation or on any other grounds.

We will provide information in alternative forms for those requiring it, for example translation into other languages where required.

As part of our commitment to Equality & Diversity, and in compliance with the Equality Act 2010, we have adopted a Disability Policy Statement and have been recognised by the Employment Service as a Disability Symbol User.

A full copy of our Equality & Diversity Policy may be obtained from the Group's head office at 18-20 Market Street, Haddington, East Lothian, EH41 3JL





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PROOF OF ELIGIBILITY TO WORK IN THE UK

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006, section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016.

Under this law, it is a criminal offence for R3 Repairs Ltd to employ a person who is not entitled to work in the UK. If you are given a conditional offer of employment, you must be able to provide either:

- documents from List A or List B – Group 1 or List B – Group 2 so we can manually check your eligibility to work in the UK status, or;
- provide us with a Share Code so that we can check your eligibility to work in the UK status online (non-British and non-Irish citizens)

If you are a British or Irish citizen and do not have a passport (current or expired), please refer to points 3, 5, 6, 7 and 8 of List A.

If you are a non-British or non-Irish citizen and cannot show your original documents or your online immigration status, we will contact the Home Office to check your immigration status.

LIST A

1. A passport (current or expired) showing you are a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing you are an Irish Citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that you are exempt from immigration control, are allowed to stay indefinitely in the UK, have the right of abode in the UK, or have no time limit on your stay in the UK





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5. A current Immigration Status Document issued by the Home Office to you with an endorsement indicating that you are allowed to stay indefinitely in the UK or have no time limit on your stay in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 1

1. A current passport endorsed to show that you are allowed to stay in the UK and are currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to you with a valid endorsement indicating that you may stay in the UK and are allowed to do the type of work in question, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.



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LIST B – Group 2

1. A document issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that you have made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that you are permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that you may stay in the UK and are permitted to do the work in question.



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