

Careers Week

BUSINESS FOCUS:

ORKNEY HOUSING ASSOCIATION

ABOUT OUR BUSINESS:

Orkney Housing Association provides good quality affordable homes and services for the benefit of the people and community of Orkney. There are five departments within Orkney Housing Association – Finance, Development & Properties, Housing & Customer Services, Corporate Governance and Care & Repair.

Finance ensure accounting records are accurately maintained and reported, process invoices and payroll, maintain rent accounts, petty cash and repairs accounts, daily banking and VAT returns.

Development & Properties ensure our housing developments are kept to required standards during construction and over their lifetime. Tradesteam and Estate Janitor carry out a repairs and maintenance service for customers.

Housing & Customer Services provide front line customer service, process housing applications, repairs requests and payments from customers, record and log expressions of interest in vacant properties and provide tenancy support to potential and existing residents. A large part of the Housing Services Officers post is to engage with applicants and residents and undertake estate management which involves a lot of time out of the office.

Corporate Governance provides support to our voluntary Management Committee and the Residents Panel, and ensures compliance with all legal/statutory requirements. Responsible for booking travel, organising training events, providing an HR function (annual leave requests, training, policies, recruitment), communication and engagement with customers and IT.

Care & Repair provides free advice and practical assistance to help elderly and disabled householders continue to live safely and independently in their own homes. Small Repairs Assistants carry out minor adaptations related to hospital discharges, repair or fit home safety and security measures, door and window repairs, general household repairs and maintenance works.

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