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| Role Profile |

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| **Job title** | Handyperson |
| Hours | Full - Time (37 hours per week) willing to work outside of normal hours to cover emergency repairs. |
| Reporting to | Operations & Compliance Manager Operational reporting – Senior Handyperson  |
| Special Requirements  | A full current driving licence valid for use within the UK and have a maximum of three penalty points.This post will require an enhanced disclosure from the criminal records bureau level of disclosure.Some working outside normal office hours will be required |
| Job Purpose* The provision of a high quality handyperson service to Care & Repair clients.
* To undertake all aspects of planned and reactive maintenance for clients.
* To provide rapid response support and assistance with home safety checks, general repairs, minor adaptations, installation of aids and adaptation equipment such as grab rails, key safes.
* This role requires a high standard of work at all times and compliance with all Health and Safety requirements relating to any particular task.
* Work in close cooperation with other members of Care & Repair and support the organisations’ aims and objectives in relation to safety, profitability, quality and growth.
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| Key Accountabilities |
| * To effectively function in a fast paced, varied work environment. To achieve service targets and performance standards set through service level agreements, commissioning contracts and individual performance target plans.
* Visit clients in their home to determine the nature of the work required and whether works are eligible under the handyperson scheme.
* Carry out all works as prescribed to client’s properties in the allocated time in accordance with the companies’ procedures, strictly adhering to Health & Safety requirements.
* The main works within this role will be grounds work – concrete steps, pathways, ramps, walls and galvanised steel handrail as well as fitting adaptation aids i.e. mopstick, grabrails, Shower Seats, keysafes etc.
* Be responsible for ordering and obtaining the necessary materials to carry out the required work within agreed ordering policies.
* Keep appropriate records of work carried out and materials used for each job.
* To adhere to stock control systems for goods in and out, managing wastage and loss, and ensuring regular stock takes are implemented.
* Be responsible for the removal of waste and debris after completing work and leaving the site clean & tidy, removing debris etc.
* Carry out small repairs, adaptations and improvements within the operational requirements of the Care & Repair service.
* To work remotely when needed by the organisation and to take the company vehicle home overnight
* Work with clients requiring minor adaptation equipment to determine best position for items in relation to their needs.
* On occasion, collect payment from the client on job completion ensuring financial regulations are followed in relation to collecting and depositing of client payments.
* Be flexible and re-active in the geographical area of work and prioritise your work to meet changing priorities or requirements.
* Deal positively with customer complaints using agreed procedures, speedily resolving these in the most cost effective way while ensuring that high levels of customer satisfaction are maintained.
* To maintain the tools provided by the Organisation and to ensure regular safety checks are carried out.
* To attend monthly Toolbox Audits and note all relevant documentation in accordance with the Organisation’s policies and procedures.
* To be responsible for ensuring the company vehicle supplied is maintained to a high standard and to ensure weekly checks and reports are provided in relation to damage or faults.
* When working with an Assistant Handyperson, be responsible for the standard of their work, their compliance with Care and Repair Policies and Procedures and their safety at all times.
* Undertake any training and development that is appropriate to the role, in particular successful completion of Trusted Assessor training must be achieved.
* Have an understanding of equal opportunities, and a commitment to implementing the organisations policy.
* To foster a culture of problem solving within the services and ensure that a solution focused approach is adopted through taking personal responsibility.
* To ensure customer satisfaction surveys for all clients requested via Head Office are promptly completed or recorded with reason if otherwise and returned to the office
* Undertake any other duties that your line manager may reasonably request from time to time
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| **Organisational*** Participate in relevant training and opportunities to increase and develop knowledge.
* Promote public awareness of the work of Care & Repair.
* Ensure that all work is conducted to the highest professional standards and complies with Care & Repair Policies and Procedures.
* Prepare for and participate in supervision, appraisals and team reviews.
* To undertake all duties in accordance with organisational strategy, legislation and best practice in relation to Equality and Diversity.
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| **Safeguarding** * Ensure that any safeguarding matters are dealt with in accordance with Care & Repair Safeguarding Policies and Procedures.
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| **Diversity and Equality*** To proactively ensure Care & Repair activities are carried out in accordance with organisational strategy, legislation and best practice in terms of Diversity and Equality.
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| **General Health and Safety*** To ensure all work is carried out in a safe manner and that the Care & Repair Health & Safety policy is followed in managing risks associated with working in client's own homes with the resident in occupation whilst the work is in progress.
* To work effectively with senior staff to ensure compliance with all policies and procedures and the delivery of objectives.
* To ensure health and safety standards are maintained and complete regular risk assessments in relation to premises and equipment as well as working practices. Ensure all accidents are recorded.
* To work at all times in a safe and efficient manner and be aware of the Lone Working Policy / Health and Safety Policy and Procedures.
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| **General List of Duties*** Adopt a flexible approach to fulfilling the job description and person specification which may involve weekend and evening work.
* To be familiar with and work in accordance with all Care & Repair policies and procedures and legal and regulatory requirements
* To continue to develop knowledge and practice by actively participating in learning opportunities through team meetings, regular supervision, appraisals and appropriate training in line with organisational policy and procedure.
* To maintain clear and up to date records, preparing reports and correspondence as appropriate in accordance with Care & Repair policies and procedures as required for the local and/or contractual requirements in respect of service user confidentiality and ensuring compliance with the Data Protection Act 2018.
* Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
* Work within Care & Repair Codes of Practice
* To attend appointments outside working hours as required.
* Maintain confidentiality in relation to service users, employees, volunteers and projects.
* Any other duties as required by your Line Manager or members of the Senior Management Team.
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| **Key Measures of Performance:** * To prioritise workload as directed by the Operations & Compliance Manager or the Senior Handyperson
* Carry out client visits completing the appropriate Jobsheet and Purchase Order
* All paperwork should be accurately maintained and handed in to the Office as soon as practicable after completion of the job.
* Maintaining accurate records of all works on jobsheets and client interactions, adhering to professionalism, commercial confidentiality and GDPR
* Ensure the working environment is maintained to a high standard at all times to meet all Health and Safety requirements
* To ensure all weekly vehicle checks are completed and handed in to the Senior Handypersons every Friday afternoon
* To ensure that all processes and procedure within the organisation are adhered to
* To ensure that the allocated Assistant Handyperson is also adhering to all processes and procedures within the organisation
* To attend team meetings – usually every 8 weeks
* To attend 2 Support & Supervision meetings per year
* To attend national & local training as requested
* To attend events and networking
* To ensure all Safe Contractor Standards are adhered to
* To endeavour to resolve clients concerns informally and swiftly
* To ensure any delays relating to performance that will impact on client services is fed back to the Line Manager

*This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.* *It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.* |

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Job holders signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Management signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Personal Specification |

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| **ESSENTIAL*** 1 year's previous handyperson experience or working in the construction industry as a skilled operative
* You must be a time served tradesperson or achieved a recognised apprenticeship and have gained relevant construction experience as evidence by a City & Guilds or NVQ diploma equivalent.
* Adopt and proactively demonstrate the Organisation’s Behaviours which include “ A Positive Can Do Attitude” and “Integrity”
* Good verbal communication skills
* Able to work as part of a team
* Able to communicate and work with clients
* Able to plan and prioritise workload, purchasing and arranging delivery of materials
* Able to work under pressure
* Good all-round tradesperson
* Knowledge of basic plumbing, electrical and decorating repair procedures
* Awareness of health and hygiene procedures
* Knowledge of moving and handling procedures
* Ability to work as part of a team
* Ability to relate well to others
* Self-motivation
* Willingness to participate in development and training opportunities
* Knowledge of COSHH regulations
* Knowledge of Health & Safety procedures and precautions
* Working knowledge of relevant policies/codes of practice/legislation
* A sound and demonstrable knowledge of good building practises applicable to domestic renovation and adaptation.
* Experience working with other building professionals such as local Planning Officers, Building Control Surveyors, Structural Engineers etc.
* Good computer skills, including word processing, databases and spreadsheets
* A flexible approach to work and ability to act on own initiative
* Good interpersonal and written and verbal communication skills
* A commitment to customer care and providing a high-quality service
* Good organisation skills, the ability to prioritise workloads and work to deadlines
* Own transport and clean driving license
* A basic understanding and commitment to equal opportunities
* Organisational skills.
* Time management skills.
* Professionalism
* Good verbal and written communication skills, including report writing.
* Awareness of equal opportunities and ability to work in a non-discriminatory way.
* Competency in Information Technology including internet and software packages.
* Ability to prioritise and manage work effectively.
* Ability to work independently and proactively, with the ability to consult wherever necessary.
* Ability to complete work on own initiative.
* Ability to work to deadlines.
* Problem solving skills
* Understanding of confidentiality.
* Ability to represent the organisation professionally
* Commitment to Care & Repair’s mission, vision and values
* Openness, honesty, integrity and credibility
* The post holder will be required to meet the requirements for a satisfactory safeguarding check.
* Willingness to work flexible hours.

**DESIRABLE*** Ability to speak Welsh
* Time served trades person or SVQ 2 in Built Environment or equivalent
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