

## **Housing Service**

Handyperson  
Job Description and Person Specification

Review date: November 2017

## Job Description

Job Title:	Handyperson
Department:	Housing
Function:	Housing Needs Service
Team:	Housing Advice Centre
Post number:	HO0399
Grade:	LBR3
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/ 52.14 weeks
Base location:	17-23 Clements Road, Ilford, Essex IG1 1AG Various hostel locations across borough
Reports to: <i>Job title</i>	Hostels Team Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	To be responsible for the maintenance of temporary accommodation hostels for homeless households. To carry out minor repairs within temporary accommodation hostels, both in communal areas and in individual rooms. <b>To assist in managing the voids process within the Council's hostels, ensuring performance targets are met.</b> To provide an excellent customer-focused service to households, resolving their maintenance issues. To liaise with a range of internal and external partners to ensure that our customers are receive an excellent maintenance service.
Key external contacts: <i>Organisations</i>	Repairs and maintenance contractors Suppliers of goods and materials
Key internal contacts: <i>Job titles or groups of staff</i>	Senior Accommodation Manager Hostels Team Manager Hostels Support Officers <b>Children's Services</b> Adult Social Services
Financial dimensions: <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	None.
Key areas for decision making:	Make decisions on the extent of repairs to be carried out to hostel premises. Make decisions on materials to order to be supplied in order to carry out repairs. Make decisions on raising repairs with council contractors. Make recommendations regarding service improvements which may lead to changes in the provision of the service in the borough.

Other considerations: <i>E.g. working patterns</i>	Must be willing to work outside office hours when necessary. Must hold a current, full driving license.
Key accountabilities and result areas:	Key elements:
To assist in managing the void turnaround process, ensuring that properties are let quickly and efficiently; thus reducing costs to the Council.	<p>This will involve:</p> <p><b>Assisting Hostels Support Officers with evictions, including taking packing residents' belongings for removal.</b></p> <p>Organising storage areas and arranging the storage of items.</p> <p>Carrying out minor repairs to void properties quickly, including decorating rooms, ensuring the property is ready for re-letting.</p>
To carry out day-to-day minor repairs to residential hostel rooms as well as communal areas, including kitchens and bathrooms, hallways and stairwells and community/ leisure rooms.	<p>This will involve:</p> <p>Responsible for ordering appropriate materials necessary to carry out repairs.</p> <p>Responsible for maintenance of tools and equipment required to carry out repairs</p> <p>To carry out basic maintenance, with appropriate training, including:</p> <ul style="list-style-type: none"> <li>• Carpentry (including lock changes and forced entries)</li> <li>• Plumbing (including tracing and remedying leaks)</li> <li>• Window and door repairs</li> <li>• Minor electrical repairs</li> <li>• PAT testing of electrical equipment</li> <li>• Decorating</li> </ul> <p>Ensure accurate records of repairs and maintenance undertaken.</p> <p><b>Identifying faults and maintenance issues which need to be escalated to the Council's Repairs and Maintenance contractors.</b></p> <p>Supervising contractors, ensuring appropriate access is given and ensuring that contracted services are delivered to required standards.</p>
To ensure that health and safety requirements are adhered, identifying problems and ensuring that they are remedied.	<p>This will involve:</p> <p>Identifying any potential health and safety hazards and reporting these appropriately.</p> <p>Advising residents, where necessary, of their responsibilities in relation to key health and safety matters.</p> <p>Assisting Hostels Support Officers in ensuring that fire alarms and fire alarm panels are regularly tested and maintained.</p> <p>Assisting Hostels Support Officers in testing and monitoring CCTV systems within hostels.</p>

To achieve an outstanding level of customer service.	<p>This will involve:</p> <p>Ensure that customers are visited quickly, following issues raised.</p> <p>Ensure that customers are dealt with politely at all times, advising them of work being undertaken and ordered.</p> <p>Escalate any concerns concerning residents, including safeguarding matters, to the Hostel Support Officers.</p>
To work effectively as a team member, working with others to secure excellent outcomes.	<p>This will involve:</p> <p>Working flexibly and collaboratively with colleagues, across teams and with external contacts to ensure customer excellence.</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Seeking opportunities for contributing to sustainable development of the <b>borough, in accordance with the Council's</b> commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>Complying with the Code of Conduct, other practice guidelines and the rules <b>and protocols defining employees' access to and use of the Council's databases</b> and systems. Any breaches could result in disciplinary measures.</li> <li>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> <li><b>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes</b> in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>

Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

## Person Specification

Job Title:	Handyperson		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I – T	Weighting
Minimum education/ qualifications:	Training on carpentry, plumbing, electrical work, decorating or evidence of significant experience in carrying out these tasks.	A - I	3
Minimum experience/ knowledge/ skills:	Knowledge of health and safety requirements in residential premises.	A - I	3
	Knowledge of maintenance issues.	A - I	3
	Experience of carrying out minor repairs.	A - I	3
	Understanding key equality and diversity issues affecting the delivery of front-line services.	A - I	3
	Ability to move furniture and equipment, with appropriate training.	A – I	3
Minimum behaviours: Customer service	Ability to provide an outstanding level of customer service, dealing sensitively and effectively with residents.	A – I - T	3
Communicating and influencing others	Ability to communicate effectively both verbally and in writing	A – I- T	3
	Ability to build and maintain excellent working relationships with contractors	A - I	3
Working together	Ability to work as a member of a team and forge excellent relationships within the team	A - I	3
Analysis and judgement	Ability to organise and prioritise workload	A - I	3
Driving improvement	Problem-solving approach with ability to identify problems and make recommendations for service improvement.	A – I	3
Adaptability	Ability to work outside office hours when necessary	A – I	3
Leadership and managing people <i>(for those with line management responsibility)</i>			
Strategic perspective <i>(for senior management posts)</i>			
Special conditions:	Hold a full, current driving license. (This post has been designated as safety critical, in accordance with the Council's Alcohol, Drugs and Substance Misuse Policy)	A - I	3
Signature of Employee:	Name:	Date:	