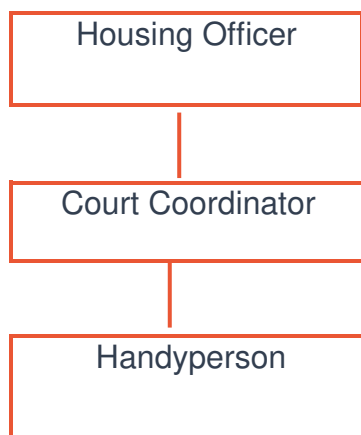


## Role Profile

<b>JobTitle:</b> Handyperson
<b>Department:</b> Customer Services
<b>Reports to:</b> Court Coordinator
<b>Grade:</b> 1S
<b>Staff responsibility:</b> None

## Organisational Structure



## Job Purpose

To undertake essential tasks within the Court to ensure standards of cleanliness, maintenance and safety are maintained, to undertake other central tasks to assist the Court Co-ordinator and to undertake odd jobs for tenants as identified by the Court Co-ordinator and to maintain confidentiality of the Court and its tenants.

## Key Accountabilities

- Keep bin room clean and tidy, regularly hosing out/disinfecting area/bins as necessary
- Pull out refuse bins for collection and ensure that items for special uplift are appropriately placed for collection.
- Ensuring the communal areas are well lit by regularly inspecting and replacing bulbs and reporting faults to SHSM/Court Coordinator
- Assisting the SHSM/Court Coordinator with regular fire checks.
- Carryout monthly legionella testing and reporting to SHSM
- Ensure the pathways are safe by checking for and removing leaves, snow and when necessary gritting of paths

- Check boilers, gauges and pumps
- Check oil gauge (where appropriate) and report to Court Coordinator when refill of oil is required
- Assisting with the preparation of void property by carrying out minor clearance, repairs and decoration.
- Where appropriate change over pumps in boiler house, start and check the generator or clean diffusers

## Person Specification

<b>Education</b>
<ul style="list-style-type: none"> <li>• Good general education</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• 2 years experience in a handyperson capacity.</li> <li>• Ability to work without supervision</li> <li>• Awareness of health and safety legislation</li> <li>• Good interpersonal skills and awareness of confidentiality</li> </ul>
<b>Knowledge</b>
<ul style="list-style-type: none"> <li>• Prioritise daily workload</li> <li>• Manages stock items and report to SHSM/Court Coordinator for reordering</li> </ul>
<b>Skills and Abilities</b>
<p>Essential</p> <ul style="list-style-type: none"> <li>• Good verbal communication with line manager to take instructions and give reports both verbally and by completion of standard paperwork</li> <li>• Good verbal communication with tradesmen</li> <li>• Good verbal communication with tenants and their representatives.</li> </ul>
<b>Personal Qualities</b>
<ul style="list-style-type: none"> <li>• Pleasant and courteous manner</li> <li>• Empathetic</li> </ul>

## Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance