**Role Profile**

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| **Job title:** Cleaner/Handyperson |
| **Department:** Customer Services |
| **Reports to:** Court Co-ordinator  |
| **Grade:** 1 |
| **Staff responsibility:** None |

**Organisational Structure**

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| Director of Customer Service |

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| Head of Customer Services (Tenancy) |

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| Service Manager |

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| Housing Officer |

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| Court Co-ordinator |

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| Cleaner/Handyperson |

**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**

Core Tasks:

* Vacuum, polish and clean all communal areas including office
* Clean void properties (if contractor not used)
* Clean soft furnishing in communal areas
* Clean guest rooms and launder guest room linen
* Ensure supplies of hand towels, toilet roll and soap in communal toilets and laundry
* Clean communal toilets
* Assist SHSM when testing alarm systems
* 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

Other central tasks:(following completion of core tasks):

* Clean hairdressers facility (where applicable)
* High dusting (in conjunction with other staff)
* Thoroughly clean the kitchen i.e. inside cupboards and drawers
* To adhere to the Association’s Health and Safety Policy

Other:

Any other reasonable task as requested by the Court Co-ordinator

**Person Specification**

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| **Education** |
| * Good general education
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| **Experience** |
| * 2 years experience in a handyperson capacity.
* Ability to work without supervision
* Awareness of health and safety legislation
* Good interpersonal skills and awareness of confidentially
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| **Knowledge** |
| * Prioritise daily workload
* Manages stock items and report to SHSM/Court Coordinator for reordering
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| **Skills and Abilities** |
| Essential* Good verbal communication with line manager to take instructions and give reports both verbally and by completion of standard paperwork
* Good verbal communication with tradesmen
* Good verbal communication with tenants and their representatives.
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| **Personal Qualities** |
| * Pleasant and courteous manner
* Empathetic
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**Core Competencies**

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