**Role Profile**

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| **Job Title:** Handyperson |
| **Department:** Customer Services |
| **Reports to:** Court Coordinator |
| **Grade:** 1S |
| **Staff responsibility:** None |

**Organisational Structure**

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| Housing Officer |

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| Court Coordinator |

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| 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 or Line Manager 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
* Assisting with the preparation of void property by carrying out minor clearance, repairs, decoration and lock changes.
* Assisting court cleaners and providing cover for holidays/sickness where necessary.
* Some cleaning duties in communal areas of neighbouring Cairn properties.
* Involvement in Association online training and review programmes

**Person Specification**

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| **Education** |
| * Good general education |
| **Experience** |
| * Previous handyman experience advantageous * Ability to work without supervision * Experience of working with an elderly client group advantageous. |
| **Knowledge** |
| * Awareness of health and safety legislation * Manages stock items and report to SHSM/Court Coordinator for reordering |
| **Skills and Abilities** |
| Essential   * General DIY skills * Good verbal communication * Prioritise daily workloads * Manage stock levels * Good interpersonal skills and awareness of confidentially * Basic IT skills |
| **Personal Qualities** |
| * Pleasant and courteous manner * Empathetic |

**Core Competencies**

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