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**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Handyperson

**Location: Inverness/Bellshill**

**Team/Directorate: Tenancy Services**

**Responsible To:** Housing Officer/Court Coordinator

**Responsible For:** n/a

# 2. JOB PURPOSE

To ensure standards of safety are maintained, undertake tasks as identified by the line manager and maintain confidentiality at all times

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Deliver an effective day to day service within the Court to provide excellent customer service to tenants
* Maintain the common areas and carry out small repairs to ensure that the court is kept to a high standard
* Monitor the standard of repairs carried out to ensure a qualitative and value for money service is provided
* Responsible for reporting repairs to Homeworks team, Court Coordinator or Housing Officer to ensure repairs are carried out.
* Assist/Schedule weekly fire alarm system checks to comply with Fire and Safety Regulations.

**3.2 Key Performance Indicators**

# Monitored through the estate management process as well as the customer satisfaction surveys.

Achieve agreed Service Standard:

Estate Management

Customer Care

Cornerstone

Complaints

# 3.3 Key Contacts – Internal & External

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* Cairn Staff/Cairn Agents
* Tenants/customers
* External contractors and agencies

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Manage own wellbeing and pressures relating to lone working, travel, difficult environments and challenging situations.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role
* Support organisation in deploying resources to allow the business to function effectively

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | n/a |  |
| Experience | DIY/General maintenance skills | Experience within a similar role. |
| Knowledge |  | * Knowledge of Health and Safety requirements |
| Skills | * IT & computer literate * Good communication and interpersonal skills | Manage daily workload |
| Personal attributes | Ability to work to own supervision.  Awareness of confidentiality.  Able to adapt communication to suit audience.  Pleasant and curious manner while being able to be empathetic | Have a common sense approach.  Resilience |
| Additional requirements |  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**