

**Job Description**

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

**Job Title:** Care & Repair/Handyperson Assistant

**Location:** Inverness

**Team/Directorate:** Care & Repair

**Responsible To:** Care & Repair Manager

**Responsible For:** N/A

# 2. JOB PURPOSE

To provide an efficient and effective Customer Care and Administration Support to the 3 Service Level Agreements in providing Handyperson, Telecare and Care and Repair services ensuring financial information is recorded and KPI’s are met.

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

**Support the Care & Repair/Handyperson service meet the essential KPI’s of:**

* To establish and maintain a trusting supportive relationship with clients at every stage in the Handyperson/Telecare process and where necessary, the Care and Repair core service.
* To provide a high level of customer service when dealing with internal and external customers to ensure the best customer experience is provided.
* Oversee and monitor a schedule of works for all 3 services ensuring they are carried out in accordance with policy & procedure.
* Arranging of appointments for and liaise closely with the Handyperson’s with regard to the organisation of workload to cope with changing demands.
* Recording and processing of financial data, invoices, updating appropriate systems.
* To collaborate with NHS Highland, Highland Council & other 3rd party agencies to develop and maintain cohesive partnership working.
* To contribute in a collaborative approach to general office duties such as mail distribution, weekly fire alarm testing & general customer enquiries from visitors.
* Prepare all documentation for administration such as letters, minutes and report in accordance with procedures.
* Provide excellent customer service whilst dealing with small adaptation requests from service users, colleagues, management, partners and general public via telephone, email and face to face.
* Assist in the production and distribution of standard documentation e.g. grant applications, information sheets.
* Assist with the distribution of press releases, advertisements, and publicity material on behalf of the Care & Repair/Handyperson to promote the service.
* Process & assist in recording tender documentation to help projects progress accordingly & in a timely manner.
* Assist & support the Care & Repair Manager & Supervisors with various tasks when required, to ensure efficient & effective delivery of services.

**3.2 Key Performance Indicators**

# Performance indicators to be met as per service level agreement between The Highland Council & NHS Highland.

Main driver for Care & Repair/Handyperson is to provide better outcomes for persons over 65 years & persons with disabilities by promoting independence & allowing them to remain comfortably & safely within their own home.

* Monthly review of client satisfaction to establish outcomes after service provision.
* Ensuring all jobs/tasks are reviewed and data cleansed.
* Processing & Submission of reports to funders.
* Financial reporting on approval/spend levels associated with capital budgets.

# 3.3 Key Contacts – Internal & External

* Highland Council Grants Department.
* Highland Council Children’s Services.
* NHS Highland Community Occupational Therapists.
* NHS Highland Hospital Occupational Therapists.
* NHS Learning & Disabilities Occupational Therapists.
* NHS Highland Deaf Services.
* NHS Technology Enabled Care.
* Pool of registered Charities.
* Cairn HA Business/Property Services Teams.
* Approved Contractors.

# 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.
* Assisting with weekly fire alarm testing.

# 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

**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
* Adhere to the codes of conduct of a cairn employee.

**JOB TITLE**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Recognised administration qualification or  2 years’ experience in a similar or admin role. | Knowledge of IT systems pertaining to this role;  ACT  Epix  Cornerstone  Documotive  NHR  Learnpro  CXM  To have knowledge of or to have achieved qualifications in-  Health & Safety awareness  Fire safety Awareness  Asbestos awareness  Lone Working  Housing repairs & adaptations.  Understanding of NHS Social services. |
| Experience | Significant Experience of an administrative role within a busy office.  Demonstrable experience of financial administration.  Understanding and knowledge of repairs and maintenance.  Experience with knowledge of standard forms of contract, procurement methods and tendering processes. | Understanding and knowledge of repairs and maintenance. |
| Knowledge | Understanding of administrative roles & functions. | Understanding of the Local Authority grants system.    Understanding of building and housing matters.  Understanding of Charities. |
| Skills | Highly developed ability to work under pressure and co-ordinate a varied workload.  Strong planning, administrative and organisational skills.  Supervision to support colleagues  Developed ability to work with Microsoft Office packages. Developed ability to work with Excel or other spreadsheet packages  Developed Ability to maintain financial records.  Developed ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines.  Highly Developed to communicate effectively with a wide range of customers verbally, by telephone and in writing.  Developed interpersonal skills to build and maintain working relationships.  Developed in working on own initiative and as part of a team. | Developed in taking minutes.  Awareness of working with a client scheduling database.  Ability to monitor own performance against targets and apply continuous improvement practices.  Use of customer relationship software to answer enquiries and complaints within defined timescales |
| Personal attributes | A positive, problem-solving attitude.  Respect for others and a commitment to equal opportunities.  Able to accept responsibility and show initiative.  Confident and enthusiastic, flexible and adaptable.  Commitment to confidentiality. |  |
| Additional requirements | Ability to attend events & represent Cairn HA’S Care & Repair/Handyperson service.  Developed in a good customer care with a caring and sensitive approach.  This role is eligible for flexible and home working arrangements as authorised by Care & Repair. |  |

**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:**