

JOB DESCRIPTION

Care & Repair Handyperson



February 2018

Department: Property Assets
Location: Selkirk
Responsible to: Project Officer (Care & Repair)

Job Purpose

The Handyperson will provide a handyperson / small repairs service to older people and people with disabilities within the Scottish Borders Council, Eildon Area Committee area of the Scottish Borders as part of the Borders Care & Repair Project.

Main Duties and Responsibilities

1. Arrange appointments and carry out assessments of small repairs, adaptations and improvements required by clients, advise on cost, agree tasks to be undertaken and make arrangements for the work to be carried out.
2. Arrange appointments and carry out small repairs, adaptations and improvements within the operational requirements of the Care & Repair Project. Where Contractors are required for small repairs the Handyperson may be required to carry out a minor financial check to determine the clients contribution towards the cost of works. Work with clients requiring minor adaptation equipment to determine best position for items in relation to their needs.
3. Purchase materials, arrange delivery of and maintain appropriate and accurate records in respect of these in accordance with Eildon's policies and procedures.
4. Either directly or via other Care & Repair staff, assist clients in securing the services of suitable contractors for works that clients wish to have carried out but which are outwith the scope of the Handyperson.
5. Either directly or via other Care & Repair staff, offer information and advice on housing options and energy efficiency and to assist clients in accessing specialist information and advice in respect of these from the appropriate agencies.
6. Assist in ensuring that Eildon meets agreed Performance Standards in relation to the delivery of the services offered by the Care & Repair Project.

General

1. Maintain appropriate and accurate records including financial records to assist in the monitoring and reporting requirements of the Care & Repair Project in accordance with Eildon's Policies and Procedures.
2. Provide weekly reports to the Co-ordinator and provide information and data on at least a weekly basis to the Administrative Assistant to enable the Care & Repair data base and records to be kept up to date.

3. Liaise with Care & Repair staff, personnel from health, social work, housing and other appropriate information and advice agencies as required to achieve the aims and objectives of the Care & Repair Project.
4. Ensure that any allocated Handyperson vehicle is at all times used and maintained in a safe, roadworthy and clean condition and is kept securely when not in use.
5. Assist in ensuring that all tools and equipment used by the Handyperson are used and maintained in a safe and clean condition, meet the requirements of Eildon's Health and Safety Policy and are kept securely when not in use.
6. Ensure that Eildon's Code of Conduct, Health and Safety Policy and Equalities Policy are followed at all times.
7. Ensure the maintenance of confidentiality at all times in respect of all Borders Care & Repair and Eildon matters.
8. Afford equal opportunities and access to all users of Borders Care & Repair services and those involved in its delivery in accordance with Eildon's Equalities and Sustainability policies.
9. Keep up to date on relevant guidance, legislation, practices and procedures and undertake training as required.
10. Undertake other duties from time to time which contribute to meeting the objectives of the post as directed by the Project Officer, Property Manager or the Director of Property Assets.

PERSON SPECIFICATION

Care & Repair Handyperson



Caring, Committed, Connected, Creative

This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

	Essential/ Desirable
Education and Qualifications	
• Time served trades person or SVQ 2 in Built Environment or equivalent	Desirable
Experience	
• 1 year's previous handyperson experience or working in the construction industry as a skilled operative	Essential
• working with members of the public in their own homes	Essential
• arranging appointments with householders	Essential
• carrying out assessments of small repairs	Essential
• carrying out small / minor works and tasks in householder's home	Essential
• purchasing and arranging delivery of materials	Essential
• home safety checks	Essential
• providing advice to householders	Essential
• general administration and financial control	Essential
• performance monitoring	Essential
• record keeping	Essential
• preparation of reports	Essential
Knowledge	
• small / minor works and household tasks	Essential
• aids and adaptations	Essential
• sound technical knowledge of building components	Essential
• sound technical knowledge of building construction	Essential
• general administration and financial control	Essential
Skills / Abilities	
• good all-round tradesperson	Essential
• good verbal communication skills	Essential
• good administration and financial control	Essential
• able to work as part of a team	Essential
• able to communicate and work with clients	Essential
• able to plan and prioritise workload	Essential
• able to work under pressure	Essential
• IT: able to use Microsoft Office competently – specifically Outlook & Word	Essential

Personal Attributes

- self motivated Essential
- honest and approachable Essential
- flexible and adaptable approach towards change Essential
- commitment to delivery of high quality projects and services Essential

Other Requirements

- car driver with access to a vehicle Essential
- able to work occasional evenings and weekends Essential
- endorse and work to promote Eildon's Equalities Policy Essential

CONDITIONS OF SERVICE

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SALARY

The salary applicable to the post is Office Grade D
Grade range: £27,747 to £31,640

Starting salary will depend on qualifications and experience. Progression through the grade range is dependent upon performance in post.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six month probationary period.

VEHICLE

You will be provided with a vehicle to enable you to undertake the duties of your post. You are therefore required to hold and maintain a current full driving licence for the duration of your employment in order to carry out the duties of your post.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

HOURS OF WORK

35 hours per week. Normal office hours are 9am to 5pm Monday to Friday. Due to the nature of our work a flexible approach to working hours and routines is required.

LEAVE

The leave year runs from 1 April to 31 March. The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per leave year of service up to a maximum of 5 days. Leave for part-time staff is in proportion to hours worked.

SICKNESS ALLOWANCE

All permanent employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon: One calendar month, subject to statutory minimum
By the Employee: One calendar month

PROTECTING VULNERABLE GROUPS (PVG) SCHEME

This post involves working with vulnerable adults and therefore registration with the PVG Scheme is required. Eildon will pay for PVG registration. However, if you leave Eildon employment within the first six months you will be required to repay the cost of registration.

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work affects the performance of their duties with Eildon.