



Job Description and Person Specification

Job Title	Retirement Living Handyperson
Job Grade	NCC D
Reports to	Retirement Living Manager
Direct Reports	N/A
Specific requirements	This role is subject to an enhanced Disclosure and Baring Service (DBS) check, which will be periodically renewed in line with Company policy. You will be expected to take all reasonable steps to comply with this process, as well as to notify the Company of any relevant new information that would be shown on a future DBS disclosure.
Role Purpose	The post-holder will be responsible to the Retirement Living Manager and will be responsible for • Undertaking basic maintenance tasks to facilitate move into and tenancy sustainment for older persons housing • Undertaking basic repairs to older persons housing where these tasks would otherwise be a low priority for our repairs service or where they are the tenants' responsibility but they are unable to undertake themselves • Undertaking basic maintenance tasks in Retirement Living communal areas to support the delivery of the Modernising Housing for Older People and associated workstreams
Key Accountabilities	• To receive maintenance requests from the Retirement Living Service and to contact tenants, using an agreed protocol, to arrange a suitable time for the task to be undertaken. • To manage appointments to make best use of time • To undertake general repair and maintenance tasks including, but not limited to the following: ▪ Installing shelves ▪ Putting together flatpack furniture or minor repairs to existing furniture ▪ Setting up TV's and other home electrical equipment ▪ Putting up curtain rails/blinds ▪ Light bulb replacement (for dead and flickering lightbulbs) (including porch) ▪ Cupboard doors (loose handles, hinges etc) ▪ Door/window handles loose ▪ Fitting window locks, repairing jammed window locks ▪ Dripping taps (re-washer) ▪ Unblocking sinks ▪ Boiler re-pressurisation, radiator bleeds, thermostat settings ▪ Fixing toilet seats (new and broken) ▪ Doorbell installation • To work independently, under the general direction of the Retirement Living Manager, to meet deadlines and manage frequently changing circumstances and conflicting priorities. • To collect orders and instructions, complete documentation such as works orders, log sheets and timesheets including PDA/electronic • To keep accurate records of all tasks undertaken and failed visits updating systems accordingly



	• To be responsible and accountable for the ordering, collection and efficient use of materials • Communicate effectively with residents to understand their needs and provide updates on repair status. • To gather feedback on the work undertaken in line with an agreed protocol. • To ensure full compliance with all safety procedures and requirements of statutory legislation and to report all Health and Safety issues to the Team Leader or immediately. Responsible for own and others Health and Safety and safeguarding of assets and property • Responsible for a company vehicle, to drive in compliance with Highway Code, relevant legislation and the company driver's handbook. To ensure the vehicle is parked safely and legally and with consideration for tenants and other members of the public. This responsibility is both inside and outside of working hours, as the vehicles may be parked outside the colleague's home overnight and at weekends • To attend team meetings as required, and to participate in team activities and individual supervision with the line manager as required • To work collaboratively to build and maintain good relationships with other colleagues and agencies, • To ensure that records and user information are accurate, up to date, secure and maintained, using information technology in accordance with agreed data entry systems and the Data Protection Act. To always have regard for the confidential nature of the work and not to disclose information to unauthorised parties. • All staff are expected to maintain high standards of customer care in the context of the Nottingham City Council's Core Values, to uphold the Equal Opportunities Policy and health and safety standards and to participate in training activities necessary to their post. • This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.
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Signed and agreed by the post holder..... Date.....



PERSON SPECIFICATION – Retirement Living Handyperson

Requirements	Essential – E /Desirable - D
Experience and knowledge	
• Experience working in building maintenance and repair • Experience and proficiency in a range of general maintenance tasks including basic carpentry and plumbing • Experience of and ability to use the necessary portable power tools safely. • Experience of assessing / inspecting general maintenance, refurbishment & construction work. • Experience of completing a range of work related documentation such as order forms and time sheets. • Knowledge and experience of working within the limits of all Health and Safety legislation relevant to the building industry	E E E E E E
Skills & Abilities	
• Ability to maintain clear and accurate records • Ability to communicate effectively in person, on the phone and via electronic systems • Capable of performing physical tasks, including lifting, bending, and working in various conditions • Ability to manage and prioritise a caseload and to work autonomously. • Ability to use own initiative to troubleshoot and resolve maintenance issues efficiently.	E E E E E
Qualifications	
• Full Driving Licence is required • Willing to undertake an Enhanced DBS check	E E
Behaviours	
• Reliable and able to work independently with minimal supervision • Understanding and responsive to the needs of older tenants, especially those with disabilities or special needs • Honesty and Integrity • Flexible and able to handle a variety of tasks and changing priorities	E E E E