

**Job title: Handy person London**

**Line manager: Senior Handy person**

**Grade: 7**

**Direct reports: none**



**Role purpose:**

To provide a high quality, comprehensive handyperson service which is professional, and client focused for a range of vulnerable and disabled customers living within the area. You will additionally carry out voids work, including decorating, and some caretaking tasks at our high support schemes. This will include the ability to address a variety of small works as well as providing practical advice on living safely within the home, including installation of grab rails, key safes and other safety interventions as appropriate. You will work collaboratively as part of a small team covering other team members as required.

**Key results:**

Deliver a responsive, professional, client focussed and effective minor household repairs and small works service in customer's homes and communal spaces to a high standard.

- Be responsible for supply, stock and use of materials to carry out works and ensure appropriate records are kept as requested.
- To carry out voids work within the timescales set and report completion and any issues arising straight away.
- Be responsible to keeping the work area clean and tidy and cleaning up after works completed.
- To carry out inspections of works carried out by other contractors, including void properties.
- Work collaboratively with colleagues and stakeholders including external agencies to maximise client satisfaction and minimise complaints in line with key performance indicators.
- To act as a referring agent between the customer and Peabody enabling the organisation to sign post to other services as required.
- Using Peabody 360 you will log and check on repairs for customers as necessary
- To carry out caretaking tasks across the supported London portfolio as required, including health and safety checks.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare, and risk concerns in accordance with Peabody policy.
- Participate in, team meetings, briefings and training courses.
- Implement Peabody's equal opportunities policy as an integral part of all duties and always observe the letter and the spirit of the policy.
- To comply with the Group's code of conduct and professional standards by always behaving in a professional manner.
- To undertake such other duties as are appropriate to meeting the responsibilities, policies and procedures and whenever reasonably instructed, which may include working outside normal working hours.
- Always implement and maintain safe practices in accordance with Peabody's health and safety policy including dynamically risk assessing.
- Supervise an apprentice as required
- Maintain a van in line with Peabody's policies, carry out regular checks and report any incidents and accidents in line with our procedures
- Be responsible for a company credit card for the purchase of day-to-day materials, ensure financial reporting in line with Peabody procedures.

## Success metrics:

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.

## About you:

### You will be:

- Understanding the needs of older, disabled, and vulnerable people.
- A willingness to work in a flexible manner as the service requires.
- Excellent communication skills and ability to respond on a positive way to challenging behaviour.
- Ability to work under pressure and prioritise effectively.
- Ability to work to agreed action plans and objectives and to consistently meet targets and deadlines.
- Commitment to the delivery of high-quality services.
- Ability to react and adapt to changing circumstances and priorities.
- To understand the importance of a client centred service.
- Understanding of confidentiality and data protection issues.
- Knowledge of equality, diversity and inclusion as they relate to the designated client group.
- Effective organisational and time management skills.
- Ability to communicate effectively with clients, staff, and stakeholders in plain, easy to understand English, both in writing and verbally.
- Demonstrable commitment to equality and diversity and a genuine desire to help people with disabilities and/or support needs.
- Fully understands relationships between work processes and the organisation and their impact on work; uses this knowledge in own area to improve work process.
- Self-reliant and able to work on own initiative with minimal supervision as well as part of a team.
- Ability to find solutions to simple household maintenance issues.

### You will have:

- At least 2 years' experience in general housing repairs and maintenance.
- Experience of carrying out small repairs and ordering appropriate materials.
- Good standard of general fitness and must be able to climb stairs, ladders etc.
- Full clean driving licence.
- Basic IT literacy skills including the use of Microsoft software
- Approachable with a can-do attitude.