

Building homes,
independence
and aspirations



Job Profile

Job Title	Handyperson
Reports to (job title)	Client Services Manager / Senior Client Services Manager
Job Reference No.	HOMEJD1232

The job in a **nutshell...**

You'll provide a high-quality service to keep Home Group buildings and grounds well maintained and in good order for our customers, colleagues and visitors.

What **success** will look like...

Minor repairs and maintenance works are completed in a reasonable timeframe. This could include doors, shelving, locks, hinges, toilet seats, tap washers, holes in walls and any other minor works.

Minor internal decoration is completed where deemed appropriate by our re-let assessments for void properties.

Any defects are made safe swiftly pending emergency repairs, for example, boarding up windows or addressing any trip hazards.

Outdoors areas are kept clean, tidy and presentable at all times. This includes cutting the grass, removing rubbish, basic gardening and well-maintained fencing.

All tasks are completed in a safe manner in compliance with our Health and Safety Policy, supporting policy compliance notes and appropriate risk assessments.

Your mandatory and role-specific learning is completed and maintained in a timely manner.

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You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable skills

- **We are intuitively collaborative**
- Work with others as part of one Home Group.
- Be open, respectful and value different opinions and ways of working.
- **We are self-starters**
- Be well organised.
- Be proactive.
- Strive to get it right first time.
- **We get where our customers are in their lives**
- Listening to customers and understanding their needs.
- Understand how your role makes a difference to our customers.

Technical qualifications, experience and knowledge

- Experience of general maintenance activity including carpentry, basic plumbing, decorating, fencing, hanging curtain rails, putting up shelving, grass cutting, etc.
- Knowledge of manual handling, COSHH and RIDDOR.
- Experience of implementing safe practice in line with risk assessments.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience of working in an office or residential setting.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

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Other **important** stuff...

You'll be a budget holder? No Yes

You'll manage people? No Yes direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent

This role requires a DBS check No Yes

Basic Standard Enhanced



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