


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
<b>Position:</b>	Handy Person	
<b>Department:</b>	Customer Services	
<b>Reports to:</b>	Development Manager	
<b>Band:</b>	J - £7934 - £8550	
<b>Date:</b>	12/06/2020	

### Purpose of Job

You will be responsible for performing a variety of maintenance and the general upkeep at our development and the surrounding large landscaped grounds. This role will involve entering customer residences and ensuring that the general upkeep of the development and surrounding areas are in excellent condition at all times.

### Main Duties and Responsibilities

#### 1. Gardening and Grounds Maintenance

- 1.1 To perform garden maintenance of a large landscaped area within the development, ensuring the presentation of the garden area surrounding the development represents the high standards as defined by Hanover Scotland.
- 1.2 To perform extensive grass cutting, lawn care; soil care; plant nutrition, watering, plant care; weeding margins and paths, snow clearing; trimming plant growth; litter and leaf clearance from grounds; checking and evening up slabbed surfaces; removing and replacing small plants; watering and treating grass surfaces and plants.
- 1.3 To perform drain clearing, heavy duty slab cleaning, use of power / hose washing to wash external surfaces as and when required.

#### 2. Carpentry

- 2.1 To perform general repairs within all aspects of internal and external building areas. Including, though not limited to, external grounds, gardens, offices, corridors, lounge areas, and inside customer residences.
- 2.2 To perform general maintenance and repairs tasks. Including, though not limited to, door frames, locks, walls, handrails, stairs, floors, facilities, furniture, sinks, drainage, taps, shower heads, hoses, office equipment, basic carpentry and any other maintenance within or around the development as and when required.
- 2.3 To perform minor carpentry repairs including securing and / or replacing small fixtures to surfaces; securing loose fittings to building fabric, for example, door frames, skirting board to walled surfaces as well as hand rails, handrail mounting and curtain rails.
- 2.4 Minor repairs to Association furniture; stairs and floor-boarding; fixture of loose

carpets to floor surfaces.

- 2.5 To routinely check and monitor all public and private areas in and around the development.

### **3. Plumbing**

- 3.1 To routinely assist with testing of water temperatures; water hygiene tests; cleaning of shower heads in guest rooms; unblocking of sinks, drains, culverts and lavatory pans / cisterns.

### **4. Janitorial**

- 4.1 To perform fitting replacement of light bulbs.
- 4.2 Curtain fitment removal and replacements; taking down and refitting curtains after cleaning.
- 4.3 Moving and replace furniture for residents' meetings, refurbishment or any other reason.
- 4.4 Complete and record outcome of routine safety checks in accordance with HSHA procedures.
- 4.5 To repair damaged surfaces and complete small scale remedial repair and painting.

### **5. Integration with HSHA repairs function**

- 5.1 To adhere to health and safety standards whilst performing all aspects of the role as per the required company standard repairs processes.
- 5.2 To use equipment and chemicals an adherence to company standard processes.
- 5.3 To identify, resolve, log and report hazards or potential safety issues.
- 5.4 Establish routine safety checks in and around the development.

### **6. Customer Service**

- 6.1 To demonstrate respect and high level of conscientiousness towards the needs of independent, often elderly and/ or vulnerable, customers.
- 6.2 To actively demonstrate a willingness to understand of any and all concerns expressed by customers.
- 6.3 To listen and give time to customers when any contact is made.
- 6.4 To engage with customers when requests are made.

6.5 To offer a high level of service that represents the Hanover Scotland values.

6.6 To escalate unresolved requests or repairs that cannot be resolved.

## **7. Other**

7.1 Participate in flexible working environment.

7.2 Undertake other tasks necessary to fulfil the requirements of the role, including use of appropriate equipment and safety measures.

7.3 To routinely check and monitor all public and private areas in and around the development.

7.4 To routinely log and report any and all work undertaken on a regular basis.

7.5 To schedule routine checks, control potential risk areas and maintain common issues.

7.6 To carry out any other duty as instructed by the Development Manager

## **Job Context and Other Relevant Information:**

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed ..... Line Manager (if applicable)

Signed ..... Post holder

## Person Specification

**Job Title: Handy Person**

<b>Skills</b>	
IT – Basic	Essential
Carpentry - Qualification level-ONC Carpentry	Essential
Plumbing	Essential
Gardening / Ground work	Essential
Customer Service Orientated	Essential
Good communication skills – written and verbal.	Essential
<b>Abilities and Behaviors</b>	
Ability to perform a variety of general maintenance, carpentry, plumbing, gardening, safety and ground work to a high standard.	Essential
Ability to recognize and identify hazards and minimize risk.	Essential
Organized and proactive approach to both responsive and pre-planned general maintenance and repairs work.	Essential
To have a flexible approach to work	Essential
Willingness to participate in training	Essential
To have a genuine interest in working with older people.	Essential
<b>Knowledge</b>	
Knowledge of general maintenance, carpentry, plumbing, gardening, and ground work, safety and ground work either through on-the-job learning and / or education.	Essential
Customer service principles and understanding of care environment.	Essential
<b>Experience</b>	
Minimum of 2 years' experience in a similar or equivalent role	Essential
Experience of working with people in a caring environment or supported accommodation.	Desirable
<b>Education/Qualifications</b>	
General maintenance and repairs through obtaining of relevant trade discipline.	Desirable
REHIS Elementary Food Hygiene, moving and handling and first aid certificates.	Desirable
Certificate of training, or willingness to obtain, demonstrating safe and competent ability with power tools such as hedge trimmer, strimmer and ride-lawnmower.	Desirable
Certificate of training, or willingness to obtain, demonstrating safe and competent ability to perform tasks at height whilst using ladders and step ladders.	Desirable
Annual Health Check is required to be undertaken	Essential
<b>Other</b>	
Driving License	Desirable

