

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Gateway, Strategy and Engagement

**DIVISION:** Housing Assessment and Solutions

**JOB TITLE:** **Handy Person**

## ROLE PROFILE

<b>Job Title:</b>	Handy Person
<b>Department:</b>	Gateway, Strategy and Engagement
<b>Division:</b>	Housing Assessment and Solutions
<b>Grade:</b>	Grade 5
<b>Hours (per week):</b>	36
<b>Reports to:</b>	CSW Manager
<b>Responsible for:</b>	Has no Managerial Responsibility
<b>Role Purpose and Role Dimensions:</b>	<ul style="list-style-type: none"><li>• To provide a minor repairs/works to common areas and voids of CSW</li><li>• Prioritise workload to ensure all repairs are completed in a timely manner.</li><li>• Ensuring all relevant spare parts and all building materials are on site to maximise the efficiency of the service</li><li>• Provide cover for leave and/or sickness for CSW Managers including first contact in complaints, issues and check-ins as required</li><li>• Supporting Managers in difficult situations and conflict resolution.</li></ul>
<b>Commitment to Diversity:</b>	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
<b>Key External Contacts:</b>	<ul style="list-style-type: none"><li>• Contractors</li><li>• Wates, K&amp;T</li><li>• Utility Companies</li></ul>

**Key Internal Contacts:**

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- Tenancy Team
- Voids Team
- Building Managers
- CSW Manager
- Repairs

**Financial Dimensions:**

No financial responsibilities.

**Key Areas for Decision Making:**

- Repair Reporting
- Hazzard and Risk reporting

**Other Considerations:**

- Be able to work at weekends as and when required.
- An advantage to hold a clean driving license
- Ability and willingness to use your own vehicle on a daily basis to travel between CSW sites.

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

Enhanced DBS check

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities and Result Areas:**

**Key Elements:**

**To Carry out minor repairs to all common**

This will involve:

**areas and voids of CSW properties including any Health & Safety issues**

**budget for the division**

- Ordering of necessary work materials, paints, tools, parts etc

Using appropriate tools/equipment

- Carry out internal inspections of communal areas within CSW as required.
- To ensure that all chutes are kept clear, and blockages are cleared promptly, and if unable to clear blockage it is reported to the repairs contractor
- Ensure all repairs are reported to Building Manager
- Inspect and monitor all minor repairs
- To use cleaning machinery as required.
- Keep all internal areas free from graffiti by either removing or reporting to the repairs contractor.
- Maintain records of all jobs undertaken and keeping them under the priority categories
- Cut away/remove shrubs/foliage from sites as and when required.
- Ensure all communal areas are kept free of bulk rubbish
- Carry out weekly inspections of lights/lamps and replace as required.
- Ensure the safety and maintenance of the council's cleaning equipment, and take all possible steps to prevent loss, theft or damage
- To carry out regular Health & Safety inspections and workplace inspections as required by the Building

## Manager

- Retouch painted areas.
- Intercom- fix an issue where it will not ring when someone rings a tenant from the main entrance.
- Door lock change, Mattress removal and putting new ones.
- Ensure voids are painted and all other repair jobs are completed to a liveable standard
- Explain and demonstrate to tenants how to use equipment in their flats such as heating, appliances etc.
- Weekly and monthly health and safety checks across CSW properties including fire alarm, smoke vent, fire doors and extinguishers and keeping a record of the checks
- Weekly walk around of the building to ensure there is no damage to the interior or exterior and to make sure entry and exit points are secure.
- Window restrictors,- repair, replace and installation.
- Changing and installing toilet seats.
- Installation of new fitted fridges and remove old ones.
- Change Thermostat interface (cover which controls temperature.
- Heating – remove air from pipe and radiator, increase pressure, fuse for heating exchange switch.
- Unblocking kitchen/bathroom sink
- Door lock change & Door frame repair.
- Fixing a leaking kitchen sink.

**To carry out effective monitoring of all CSW properties.**

This will involve:

- Carry out regular patrols to ensure that contracted services are being provided to the agreed standards and to report any concerns on performance to CSW Manager.
- Report on all communal repairs and monitor for their completion.
- To check for any suspected abandoned properties and to report to the Building manager.

**To contribute as an effective and collaborative member of the CSW Team.**

This will involve:

- Participating in training to be able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Championing the professional integrity of CSW.
- To identify minor building improvements.
- Respond to enquiries relating to minor repairs from tenants or colleagues.

## Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.





# Person Specification

<b>Job Title:</b>	Handy Person (Housing Assessment & Solutions)
<b>Essential knowledge:</b>	An understanding of Health & safety requirements relating to COSHH and Risk Assessment
<b>Essential skills and abilities:</b>	<ul style="list-style-type: none"><li>• <b>Customer Care</b> – responds positively and politely to people seeking services</li><li>• <b>Taking Responsibility</b> – takes personal responsibility for dealing with issues, helping colleagues deal with problems and anticipating the impact of own actions on service users</li><li>• <b>Diversity</b> - demonstrates an understanding of equalities and diversity issues and how they relate to the Tenancy &amp; Caretaking Service.</li><li>• <b>Communication</b> – understands information and communicates clearly, concisely and effectively in a friendly and approachable manner with residents and colleagues</li><li>• <b>Team Working</b> - able to work effectively with others, co-operates with colleagues, sensitive to people's needs and helps the team achieve its goals</li><li>• <b>Physical Ability</b> – able to perform the physical tasks required for this post, including lifting heavy weights and working with industrial cleaning materials and equipment</li></ul>
<b>Essential experience:</b>	<ul style="list-style-type: none"><li>▪ Experience of working with the public in a service delivery environment</li></ul>
<b>Special conditions:</b>	Experience of carrying out basic painting tasks. You should be able to get around the Borough in order to carry out the duties of this post. It is a preference for the post holder to have access to transport for which an ad hoc car allowance will be paid.