

Job Description

POST TITLE	HIA Handyperson Technician	POST NO:	HH1166
SERVICE UNIT	Housing and Development Control	GRADE:	8
JOB EVALUATION	A2015	JOB FAMILY	If applicable
RESPONSIBLE TO:	HIA Manager		
RESPONSIBLE FOR:	N/A		
LOCATION	Town Hall	STATUS	Staff

Job Purpose

Based within the Council's in-house Home Improvement Agency (HIA), the post of Handyperson Technician is responsible for undertaking a wide range of repairs and minor adaptations within the homes of vulnerable residents throughout the Borough. The aim is to assist residents to be discharged from hospital and care settings and to remain independent and safe in their own homes.

Main Duties and Responsibilities:

1. To provide a responsive high quality, customer focussed repairs, maintenance, improvements and minor adaptations in vulnerable residents' homes to meet their needs.
2. To deliver the HIA's Handyperson Service.
3. To visit clients' homes to determine the nature of the work required. To carry out a wide range of minor household repairs and minor adaptations to a high standard to enable them to continue to live within their own home independently, to prevent unnecessary accidents and to improve home security and energy efficiency levels in clients' homes. Works to be completed in an efficient fashion, ensuring the satisfaction of the client.
4. To determine the cost of materials needed to complete the required work and to be responsible for payment, issuing the appropriate receipts to clients to enable the purchase of required goods.
5. To identify and assess clients in need of adaptations, aids, and equipment as a qualified Trusted Assessor. To refer clients back to other HIA staff for ongoing referrals.

6. To be responsible for the ordering and obtaining of materials necessary to carry out the required repair and minor adaptation work. Postholder responsible for purchasing of goods required using council procurement card.
7. To be responsible for the keeping of appropriate records of the works carried out and materials used for each job.
8. To ensure that all work is carried out in a safe manner and that national and organisational Health and Safety policies are adhered to.
9. The postholder will be responsible for managing their own workload from receipt of work order including, making contact with service users and arranging appointment within agreed timescale.
10. To work in close co-operation with other members of the Council's HIA to ensure that the needs of clients are properly identified and that clients receive a response which satisfies them.
11. To attend training identified as necessary to undertake current and future job requirements
12. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

Nature of Contacts and Relationships: Main customers will include residents, internal services and external partners such as social services, voluntary organisations, the credit union, mental health etc...

Responsibilities for Supervision N/A

Responsibilities for Finance: Taking payment for materials from residents. Using the Council's procurement card to purchase materials, providing quotes and receipts. Raising Orders.

Responsibility for Physical Resources: Council vehicle and building tools

Work Environment: The post will mainly be remote working in resident's homes although the office base will be the Town Hall. The post is physically demanding including lifting.

Health and Safety

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

Disclosure & Barring Service

Appointment to this post is subject to the receipt of a satisfactory Standard Disclosure from the Disclosure & Barring Service.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Prepared by: Clare Jackson

Date: 25/06/21

Postholder: Private Sector Housing Manager

Date of issue:



Person Specification

POST: HIA Handy Person Technician	GRADE: 8
DIRECTORATE:	POST NO: HH1166

Selection Criteria	Essential/Desirable E/D	Method of Assessment Application/Interview/Test Presentation/Production of Certificates A/I/T/P/C
QUALIFICATIONS		
1. Maths and English GCSEs or equivalent at grade C or above,	E	A/C
2. Level 2 Trusted Assessor	D	A/C
3. NVQ level 3 in a construction/building trade	E	A/C
EXPERIENCE		
4. Experience of carrying out a wide range of basic household repairs and across all trades including small plumbing repairs.	E	A/I
5. Experience of costing up works to provide quotations	E	A
6. Experience of working with vulnerable residents	E	A/I
7. Experience of working independently to organise your own workload, meeting specified deadlines	E	A
8. Experience of working as part of a team to ensure the needs of residents are met	E	A/I
SKILLS		
9. Ability to identify repairs and maintenance works required	E	A/I
10. An ability to communicate with people at all levels to provide support, guidance and advice, especially to vulnerable residents	E	A/I
11. Ability to work unsupervised following procedures in an area with changing priorities and set deadlines	E	A/I
12. Ability to maintain all necessary records and information systems	E	A/I

Selection Criteria		Essential/Desirable E/D	Method of Assessment Application/Interview/Test Presentation/Production of Certificates A/I/T/P/C
13.	Competent IT skills, including the use of Microsoft Office and experience in Word Processing.	E	A/I
14.	Ability to work in partnership with a range of statutory and voluntary organisations	E	I
KNOWLEDGE			
15.	Working knowledge of data protection regulations	E	A
16.	Working knowledge of the regulatory controls applicable to building works and demonstration of the capability to work to both national and locally determined standards and regulations	E	A
17.	A good understanding of H & S risk assessments, method statements and safe working practises in relation to this role.	E	A
OTHER			
18.	Hold a full current UK driving licence as the post holder will be required to carry out home visits throughout the Borough. A council vehicle will be provided.	E	L
The Burnley Way			
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>			