

## Job title: Senior Handyperson London

Line manager: Handyperson Team Manager

Grade: 4

Direct reports: Handy persons x 6



**Role purpose:** To supervise and work within a small team, London based. The service provides a high quality, comprehensive handyperson and small works service which is professional, and client focused for older, vulnerable and disabled homeowners and tenants living within the area. This will include the ability to address a variety of small works, carry out some voids work and DIY type jobs as well as providing advice on practical, security and fire risk measures that can be taken to reduce the likelihood of accidents and incidents within the home. The team aims to help promote independence, wellbeing and inclusion of our client group and to achieve objectives in line with the vision, strategy and business plan.

### Key results:

- Supervise a small team, London based, ensuring the team are delivering in an effective and safe way and have the resources to do so.
- Deliver a responsive, professional, client focussed and effective minor household repairs, voids and small works service in customer's homes to a high standard, ensuring a seamless service is always delivered to clients whilst respecting the client's privacy and property.
- Ability to price jobs accurately in line with the service pricing mechanism and keep accurate records of work done.
- To be accountable for the financial activities for the works performed, including ordering goods, effective reconciliation of payments and for providing fully completed receipt/paperwork to reconcile our audited accounts.
- Work collaboratively with colleagues within the agency, other functions 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 client and Peabody, enabling the team to sign post the client onto other services.
- Implement effective safeguarding practice for vulnerable adults and children in accordance with local authority and Peabody policies, guidance and protocol. Ensure the team raises welfare and risk concerns in accordance with Peabody policy
- Ensure an effective team rota to cover work and that the team members have the correct skill sets to complete work to a good standard.
- Participate in client reviews, team meetings and training courses.
- Carry out risk assessments regarding personal safety and that of the team
- Always implement Peabody's equal opportunities policy as an integral part of all duties and observe the letter and the spirit of the policy.
- Always implement and maintain safe practices in accordance with Peabody's health and safety policy and the team Management System.
- 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.

### 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.

Version Date:

Signed off by:

- 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.
- Adhere to the organisation and social care Codes of Conduct.

## 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.
- Experience of supervising or managing staff or apprentices.
- Experience of carrying out small repairs and ordering appropriate materials.
- 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.
- Understanding of confidentiality and data protection issues.
- Effective organisational and time management skills.
- Ability to communicate effectively with clients, staff and stakeholders
- 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 as well as part of a team.
- Ability to find solutions to simple household maintenance issues.

### You will have:

- At least 5 years' experience in general housing repairs and maintenance.
- Good standard of general fitness and must be able to climb stairs, ladders etc.
- Full clean driving licence.
- Tool skills, including power tools
- Approachable with a can-do attitude.
- Good level of IT literacy skills.
- Trusted assessor award or able to achieve this within a 6-month period of starting the role.
- A good understanding of risk assessment and it's practical implementation