

ROLE PROFILE

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| Job Title: Handyman | Role Reports to: Contract Supervisor | Business Function: Delivery | Evaluated Tier: 6A |
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| <p>Job Purpose:</p> <p>The handyman will be responsible for the completion of minor repairs and basic maintenance to Your Housing Group schemes and properties.</p> <p>Repairs may include, but will not be limited to, painting, decorating, minor plumbing works, minor joinery work, patch plastering and general maintenance and housekeeping.</p> <p>The Handyman will be responsible for specific properties and areas and will work in partnership with scheme managers and staff to provide a value added service to client and customers.</p> <p>To provide exceptional levels of customer service in a safe, efficient and economic way in accordance with quality standards.</p> | <p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S knowledge • People development • Customer focus • Cost awareness • Future focus • Results focus • Problem solving & decision making |
| <p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. To attend schemes and properties to an agreed schedule and complete basic repairs 2. To complete basic repairs and maintenance works as communicated from an agreed schedule of works | |



3. To record work completed and enter into a hand held device
4. To identify maintenance work, from the agreed schedule of works, that will prevent future repairs being required Be able to organise your tasks in an efficient and effective manner liaising with customers, colleagues, other trades and sub-contractors / suppliers as necessary to complete the tasks profitably and to a high standard.
5. To adhere to all safe systems of work at all times and fully comply with all company policies and procedures in respect of Health and Safety. Carry out fully the post holder's responsibilities in respect of all Health and Safety legislation.
6. Van stocks usage and compliance.
7. Provide exceptional levels of customer satisfaction.
8. Comply with all company policy and procedures.
9. To report back to Supervisors with regard to problematic or contentious issues.
10. To complete collection orders and retain delivery notes for Supervisors.
11. To carry out any and all defects works within their capabilities.
12. Ensure all IT devices and paperwork are completed and updated in line with instructions and company procedures.
13. Comply fully with all agreed working practices and processes for completing tasks and ensure that all job related information is provided in accordance with required timescales and standards.
14. Carry out any other reasonable duties which may be identified by your manager.



| | Essential | Desirable |
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| Knowledge | <ol style="list-style-type: none"> 1. Basic health and safety knowledge in a repairs environment | <ol style="list-style-type: none"> 1. Knowledge of housing or repairs and maintenance |
| Skills | <ol style="list-style-type: none"> 1. Ability to organise your tasks in an efficient and effective manner liaising with customers, colleagues, other trades and sub-contractors / suppliers as necessary to complete the tasks profitably and to a high standard. 2. Ability to read drawings and abstract information from specifications, schedules and manufacturer's information. 3. Ability to demonstrate reliability and initiative 4. Ability to work as part of a team and on your own. 5. Ability to communicate effectively with others. 6. Ability to demonstrate commercial acumen when making decisions. | |

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| | 7. Excellent Customer Care skills and ability to promote the good practice of the group. | |
| Experience | <ol style="list-style-type: none"> Experience of completing repairs and maintenance works Experience of delivering services in a customer care environment Experience of working in a fast moving operations environment Full clean UK Driving License | <ol style="list-style-type: none"> Experience of receiving work via a job management system |
| Qualifications/Education | <ol style="list-style-type: none"> Hold appropriate trade qualifications (NVQ/City and Guilds or equivalent). | <ol style="list-style-type: none"> A health and safety qualification/CSCS card |

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| People Management Responsibility? | This role has no line management responsibility |
| Budgetary Responsibility? | This post has no budgetary responsibility |
| Key Relationships (internal/external) | Must be able to communicate with customers and colleagues effectively and in accordance with Company or Client Policies, Procedures and code of conducts. |

It is expected that the post holder will be proficient in carrying out the work of other building trade roles in addition to their 'core' trade (multi-skilled).

Post holder will be required to travel as required to fulfil this role.

Post holder may be required to participate in the 'on call' rota covering emergency out of hour's repairs.

Safeguarding of Children Young people and Vulnerable Adults

Fix360 on behalf of Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

Health & Safety

1. H&S inspection compliance
2. H&S inspection undertaken

Handyperson repairs

3. H&S compliance inspections
4. CSAT results
5. Average number of jobs per day
6. Percentage no access rates
7. Customer complaints/Customer compliments received
8. Percentage recalls and "follow-ons"
9. Near misses reported
10. Downtime/productive time
11. Quality Assurance check results

General

- 12. Van stock usage compliance
- 13. Customer satisfaction rating
- 14. PDA compliance checks

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| Date Role Profile Created/Updated: | March 2019 | | |
| Signed By | Print Name | Job Title | Date |
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| | HR Director Signature | Print Name | Date |
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