 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Community Services		Service Area: Construction Facility Services
JOB TITLE: HIA - Handy Person		
GRADE: H		
REPORTING TO: HIA Senior Officer		
1.	JOB SUMMARY: To be responsible to the HIA Technical Officer for the effective and safe delivery of home improvement works as allocated to the post holder through onsite assessment or specific referral from key partners. This may also include assisting and supporting the delivery of the Councils wider disabled adaptation programs. You will work closely with colleagues across the service and wider Council to forge strong working relationships. You will engage with clients with dignity and respect ensuring that customer service excellence is achieved in all our interactions.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	To complete all technical trades work and associated activities as allocated to the post holder or from onsite assessment or works schedule. This can include grab rails, toilet frames, stair rails etc.
	2	Provide support and practical assistance to customers, including assessment of work & carrying out adaptations in accordance with training and key specifications. Our aim is to assist customers to remain in their own homes in a warm, safe and secure environment.
	3	You will be required to work under your own initiative and complete tasks to specification and ensure that works are completed to the best possible standard.
	4	You will be required to use your skillset to adapt to challenges you come across on each project, whilst liaising with your Team Leader to resolve problems whilst delivering works on time and to the required standard.
	5	To undertake additional technical training as may be required to ensure compliance with current and new legislation and to ensure that your own skillsets are updated to respond to requirements of the service
	6	To ensure that effective relationships are maintained with customers at all times and you act as advocate of the Council when undertaking adaptations
	7	To undertake vehicle checks and reporting any faults, damage or incidents to the fleet department
	8	To comply with all Health, Safety & Wellbeing standards and promote a safe working environment
	9	To ensure that accurate records of time and materials are submitted as required
	10	To ensure standard documentation is completed accurately and promptly
	11	To embrace and support Stockton Borough Council's culture by demonstrating the required customer service ethos, work ethic and high standards of work that the Council expect.
	12	To undertake such other duties and responsible as required with the grading and nature of the post
	13	To be responsible for the safety and security of all transport, plant and materials within the post holders control

	14	To be able to read and interpret technical drawings and specifications to deliver out on the objectives as communicated by your line manager
	15	To undertake work outside of normal working hours (e.g. weekend working) as well as standby and call out duties as and when required.
	16	To be aware of and adhere to all council financial, legal and administrative policies and procedures

3. GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the high standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to familiarise and adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy.

	Name:	Signature:	Date
Job Description written by: (Manager)	Chris Donnison		
Job Description agreed by: (Post holder)

Job Description dated: 26/04/21



PERSON SPECIFICATION


Job Title/Grade	Handy Person	Pending JE
Directorate / Service Area	Community Services	Construction Facility Services, HVE
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Good standard of general education • Driving Licence • Recognised relevant building trade qualification (e.g. Carpentry NVQ LVL3) and/or at least three years demonstrable experiences in a range of trades including plumbing, joinery, bricklaying, plastering and tiling. • Trusted Assessor Level 3 – (Or willing to work towards within the first 3 months of employment) 	<ul style="list-style-type: none"> • IOSH managing safely • CSCS Card • Asbestos Awareness 	Application form

Experience	<ul style="list-style-type: none"> • 3 years' experience in construction and refurbishment activities undertaken in domestic properties • Effective engagement with clients, contractors and suppliers to achieve exceptional outcomes 	<ul style="list-style-type: none"> • Delivering customer service excellence • Quality assurance practices and quality management systems 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> • Ability to demonstrate a knowledge of Health and Safety requirements within a construction environment • A high standard of written and oral communication skills including the ability to compile reports • Ability to demonstrate good organisational & communication skills 		Application / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • An awareness of the importance of personal development and shared learning/support in the organisation • The ability to contribute to a shared objective when delivering a customer focused front line service • The candidate is expected to demonstrate a positive and enthusiastic attitude when delivering services • To be able to demonstrate personal initiative in order to find innovative solutions 	<ul style="list-style-type: none"> • To be able to work flexibly were necessary including weekend work. 	Application / Interview

	<ul style="list-style-type: none">• Ability to work part of a team or on their own initiative when required• Ability to work to tight deadlines		
Other requirements			

Person Specification dated: 26/04/21

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Community Services	SERVICE AREA: Construction and Facility Services
JOB TITLE: Handyperson	
GRADE: H	
REPORTING TO: John Feilding	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	Y
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	Y
Is required to drive an HGV/LGV/PCV/Minibus	
Is required to undertake agriculture, horticulture or gardening work	
At risk from noise that might affect an employee's health (will be required to wear ear protection)	Y
Will be exposed to vibration likely to be above the exposure action level.	
Is exposed to hazardous substances as detailed in Appendix 1	
Is likely to be exposed to asbestos	
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	
May be exposed to lead or lead based products	
Will handle food	
Will require a health assessment for regular night working	
Will be required to undertake the Display screen equipment training	
Other known risks – please detail	
No known risks associated with this role	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: CHRIS DONNISON

Date: 11/3/22