

## PERSON SPECIFICATION

### POST: HANDYPERSON

*Please ensure that you show **how** you meet the following requirements when completing your application form.*

<b>ESSENTIAL REQUIREMENTS</b>	
	<p><b>PERSONAL ATTRIBUTES</b></p> <ol style="list-style-type: none"> <li>1. Enthusiastic, reliable, and practical approach to work</li> <li>2. Willingness and ability to undertake the physical aspects of the role, including lifting and moving equipment where required</li> <li>3. Caring and compassionate approach when supporting clients</li> <li>4. Commitment to learning, development, and seeking guidance when appropriate</li> </ol> <p><i>Method of assessment: Application form/Interview</i></p>
	<p><b>KNOWLEDGE AND UNDERSTANDING</b></p> <ol style="list-style-type: none"> <li>1. An understanding and appreciation of the needs and priorities of older people</li> <li>2. Awareness of customer needs and the importance of delivering a responsive, high-quality service</li> <li>3. Understanding of the importance of confidentiality and data protection within the role</li> </ol> <p><i>Method of assessment: Application form/Interview</i></p>
	<p><b>SKILLS AND EXPERIENCE</b></p> <ol style="list-style-type: none"> <li>1. Evidence of working in a face-to-face, customer-focused environment.</li> <li>2. Ability to assess jobs, provide basic quotations, give clear cost breakdowns, and complete associated paperwork accurately.</li> <li>3. Practical skills in general maintenance and home improvement tasks, including repairs and general upkeep.</li> <li>4. Working knowledge of health &amp; safety requirements relevant to the role.</li> <li>5. Good organisational and time management skills</li> <li>6. Ability to produce accurate written records relating to service delivery.</li> <li>7. Basic numeracy skills.</li> </ol>

8.	Effective communication skills, including the ability to listen and explain information clearly.
9.	Ability to build and maintain professional working relationships.
10.	Ability to provide support in a way that promotes independence, dignity, choice, and privacy.
11.	Ability to work effectively as part of a team and to use own initiative where required.

*Method of assessment: Application form/Interview*

<b>GENERAL REQUIREMENTS</b>	
1.	Commitment to respecting and upholding the rights, dignity, and wellbeing of clients.
2.	Commitment to anti-discriminatory practice and to promoting equality, diversity, and inclusion.
3.	Willingness to undertake mandatory and role-specific training.
4.	Must hold a UK driving licence and be willing to travel to meet the requirements of the role.
5.	Willingness to use basic IT systems, including a smartphone or similar device, for job management and communication.

*Method of assessment: Application form/Interview*

<b>DESIRABLE CRITERIA</b>	
1.	Experience of working with older people or within a community-based service.
2.	Previous experience within a handyperson, maintenance, housing, or property-related role.