

## PERSON SPECIFICATION

### POST: HANDYPERSON

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

ESSENTIAL REQUIREMENTS	
<b>PERSONAL ATTRIBUTES</b>	
1.	Enthusiastic, reliable, and practical approach to work
2.	Willingness and ability to undertake the physical aspects of the role, including lifting and moving equipment where required
3.	Caring and compassionate approach when supporting clients
4.	Commitment to learning, development, and seeking guidance when appropriate
<i>Method of assessment: Application form/Interview</i>	
<b>KNOWLEDGE AND UNDERSTANDING</b>	
1.	An understanding and appreciation of the needs and priorities of older people
2.	Awareness of customer needs and the importance of delivering a responsive, high-quality service
3.	Understanding of the importance of confidentiality and data protection within the role
<i>Method of assessment: Application form/Interview</i>	
<b>SKILLS AND EXPERIENCE</b>	
1.	Evidence of working in a face-to-face, customer-focused environment.
2.	Ability to assess jobs, provide basic quotations, give clear cost breakdowns, and complete associated paperwork accurately.
3.	Practical skills in general maintenance and home improvement tasks, including repairs and general upkeep.
4.	Working knowledge of health & safety requirements relevant to the role.
5.	Good organisational and time management skills
6.	Ability to produce accurate written records relating to service delivery.
7.	Basic numeracy skills.

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.
	<i>Method of assessment: Application form/Interview</i>
	<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.
	<i>Method of assessment: Application form/Interview</i>
	<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.