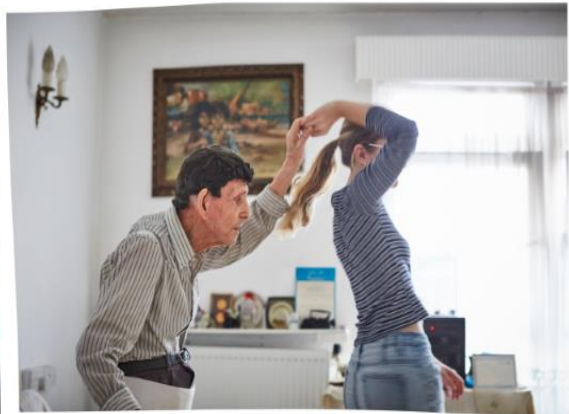




Handyperson (Havering Energy Doctors) Recruitment Pack

Job description

Job title	Handyperson
Salary	£30,074 - £33,241 pro-rata + 5% pension ER pension contribution
Hours	Fixed Term Contract ending 31 st March 2027 with potential to extend subject to funding 28 hours per week
Project	Havering Energy Doctors

Job Purpose
Support Havering residents in, or at risk of, fuel poverty by fitting simple energy-efficiency measures in their homes. These include putting up curtain poles and thermal curtains, installing radiator reflector panels, draught-proofing, fitting LED light bulbs and distributing timer switches etc. Working as part of our handyperson team, you will deliver kind and friendly person-centred services to diverse communities across east London and Essex. You will work with people referred by our community partners, our hospital discharge teams, and wider AUKEL colleagues to help older people remain safe in their homes.
Equity Diversity and Inclusion
At Age UK East London we are committed to Equity, Diversity and Inclusion (EDI), we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people who live in East London, disabled people and people from the Global Majority.
Key Tasks
Specific responsibilities • Install adaptations and/or simple energy saving measures to support people's independence in their homes as well as their ability to remain warm/cool. • Engage with project participants in a positive and constructive way and ensure their needs are met. • Support with scheduling, calling clients and booking home visits when required, and planning for events. • Support with outreach events with the Energy Doctor Coordinator. • Deliver person-centred service to diverse communities across East London. • Communicate effectively with the team. • Work with team members to achieve goals and monthly targets.

- Input all data required, and report on the success of allocated tasks.
- Assess whether the customer has additional needs that our wider team, or partners at Age UK Redbridge, Barking and Havering can support with, and refer/signpost as needed.
 - For example, for benefit checks, befriending, carers support.
- Adhere to health and safety guidelines and AUKEL policies and procedures.
- Deliver food packages (and other emergency packages) when required.

Health, Safety

- If using AUKEL fleet vehicle ensure that appropriate checks are completed prior to driving e.g. tyre pressure, brake test etc.
- If using own vehicle, ensure has business insurance and this is recorded with the charity.
- Keep AUKEL tools and equipment in a clean, safe working order meeting health & safety requirements.
- Work closely and support AUKEL volunteers and/or work placement by providing basic on the job training skills.
- Report any safeguarding concerns to the AUKEL Safeguarding Dedicated Safeguarding Lead (DSL).

Lone Working

- Ability to work alone and on own initiative, knowing when to seek help if appropriate.

Administration

Keep detailed records of jobs completed e.g., time taken, materials purchased and used along with any financial donations received.

Report any 'No Access' failed visits in accordance with AUKEL's policies and procedures.

Maintain the AUKEL Field Service App and Solo Protect Lone Working Personal Safety App/device in accordance with AUKEL policies and procedures.

Support customers to complete service feedback questionnaires where required.

General

- Meet regularly with line manager for support, supervision and appraisal.
- Attend team and staff meetings, (and other meetings) as required.
- Completion of essential training as required by AUKEL to ensure the delivery of safe, person-centred services.

- Undertake any training required to be completed to fulfil the role e.g., Trusted Assessor training;
- Undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of AUKEL.
- Carry out the duties of the post in accordance with Age UK's East London's policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.

Collaboration

- The role is supervised and supported by the Handyperson Manager
- Hospital Discharge Project Co-Ordinators: Royal London Hospital, Homerton Hospital and Whipps Cross Hospital.
- Wider AUKEL services
- Work in partnership with Age UK Redbridge Barking & Havering to enhance service provision and extend support networks for our customers.

Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply.

A= We want to see evidence that you meet this criterion as part of your application statement (we may also test at interview).

I = We will test this at interview.

	Essential	Desirable
Experience	• Demonstrable practical experience in a variety of repair and maintenance tasks • Experience of working in a diverse community • Experience of working in a domestic environment	• Previous experience in a handyperson or maintenance role. • Relevant vocational qualifications or apprenticeship in a trade such as carpentry, plumbing, or electrical work is desirable.
Knowledge & Understanding	• Understanding of approaches to energy saving. • Understanding of the impact of discrimination and disadvantage on the lives of people and ability to	• Trusted Assessor Trained

	work in a trauma-informed manner. • Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers’. • An awareness of and sensitivity to the needs of older people and their carers’. • Awareness of health and safety issues, risk assessment, COSHH, RIDDOR etc.	
Skills/ Attributes	• Intermediate IT skills • Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered. • Commitment to learning and development and reflective practise. • Ability to handle sensitive information with discretion and integrity. • Attention to detail and problem-solving skills. • Excellent communication and customer service skills. • Ability to work independently and as part of a team.	• A clean full driving licence. If using own transport, essential car user allowance will be paid.
Additional Requirements	• This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Ability to travel throughout AUKEL areas of benefit • Flexibility in working hours to meet organisational needs (some weekends and evens for events). • The use of your own vehicle is recommended for this position, and applicants will be expected to have business insurance.	

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| | <ul style="list-style-type: none"> • Mileage expenses between appointments will be reimbursed. |
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Employment Details

Location

Office – Stratford Advice Arcade

Delivery – across London Borough of Havering and AUKEl home boroughs.

Salary

Range: £30,074 - £33,241. Plus 5% employer pension contribution.

Salaries are based on our salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, one of which from your current or most recent employer, a DBS Check, evidence of your right to work in the UK and evidence of relevant Qualification (if applicable).

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption, shared parental leave, dependency and carers leave. We have an enhanced maternity and paternity pay policy based on the length of service and we offer up to one week paid dependency leave and carer leave.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: Midnight Friday 25th September

Interview: 9th October, afternoon. Interviews to be held at Stratford Advice Arcade, E15 1HP.

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: HR@ageukeastlondon.org.uk