

Job Description and Person Specification Bank Handyperson Support Worker

Job Title

Bank Handyperson Support Worker

Responsible To

Area Organiser and/or Deputy CEO

Hours

Flexible – zero-hours contract

Rate of Pay

- £14.50 per hour, plus mileage allowance of 38p per mile
- Hourly rate paid for time spent in a client's home
- Additional travel time payment: £2.47

Materials

The cost of materials is a transaction directly between the client and the handyperson. To avoid financial inconvenience, employees are not expected to pay for materials and then claim the money on expenses. We do not consider that is fair practice. Clients are encouraged, wherever possible, to purchase materials in advance of visits. If time is spent purchasing materials on behalf of the client, this should be recorded on the timesheet and the payment for materials should be collected from the client in advance. The client will have been made aware of this arrangement when they first spoke to the Handyperson Organiser.

Disclosure and Barring Service (DBS)

All successful applicants are required to undergo a DBS check, provided at Age UK Bedfordshire's expense.

Insurance

All employees are fully covered by Age UK Bedfordshire's insurance policy.

What is a “Bank” Worker?

At Age UK Bedfordshire, a Bank Worker is employed on a zero-hours contract (with full employment rights, including paid holidays and statutory sick pay). Work is offered as and when available, with no obligation for the worker to keep hours free “just in case.”

Workers may accept or decline any job offered. There are no penalties for declining. However, to protect our clients and our reputation, we reserve the right to reallocate a job if it is not carried out within a reasonable period of time, as agreed when the work is offered.

We aim to fit external key safes within 48 working hours; therefore, please ensure you are able to meet this timeframe before accepting such jobs.

Why We Use Bank Handypeople

Demand for the Handyperson Service varies according to marketing activity and seasonal needs. To manage this fairly and sustainably, we employ Bank Workers, ensuring we can respond to demand without guaranteeing unrealistic weekly workloads.

In our 25+ years of experience, this role has proved well-suited to:

- Retired people wishing to support less able members of the community while earning a fair rate of pay.
- Part-time workers seeking additional income that can fit flexibly around their main employment.

Pricing of Work

- Clients are assessed by telephone to confirm eligibility (service provided only for people unable to complete the work themselves due to age or health reasons).
- An initial estimate is provided over the phone. The handyperson then reviews and, if necessary, revises the estimate after discussing with the client and/or during the home visit.
- Clients must always be clearly informed if unforeseen issues may increase the estimate.
- Timesheets should include time spent purchasing materials.

Purpose of the Role

Age UK Bedfordshire provides this not-for-profit service to protect vulnerable older people from being exploited by rogue traders and to ensure they can live safely and comfortably in their own homes.

We are not seeking highly qualified tradespeople, but we do require a good level of competence in DIY and practical problem-solving.

Examples of typical work include:

- Repairing or replacing small sections of garden fencing
- Planning internal doors after new carpets are fitted
- Replacing cistern parts or tap washers
- Fitting shelves, curtain poles, or grab rails
- Replacing light fittings or ceiling roses
- Minor glazing repairs (excluding double glazing)
- Cleaning ground floor guttering and external windows
- Fitting external key safes securely
- Making good worn garden steps

This list is not exhaustive; we aim to meet all reasonable client requests that fall within the role's remit.

Main Duties

- Provide practical DIY assistance in clients' homes
- Carry out health and safety risk assessments before commencing any work
- Ensure all work is completed competently and professionally
- Decline any job that is beyond your competency, and notify the Area Organiser
- Provide accurate estimates of time and materials required
- Report potential hazards and seek guidance before proceeding if unsure
- Support the monitoring and evaluation of the service as required
- Be sympathetic to the needs of older people, offering understanding and encouragement to help them remain as independent as possible
- Attend staff and training meetings (paid)
- Use your own tools, ensuring they are safe and in good condition (expenses may be claimed for drill bits, screws, replacement gloves, goggles, and circuit breakers and other necessary PPE) All expenses have to be approved by the Handyperson Organiser IN ADVANCE of purchase

Person Specification

Essential

- Competence in DIY tasks and ability to complete risk assessments and safety checks
- Ability to keep accurate written records
- Ability to work both independently and as part of a team
- Reliability and punctuality
- Honesty and trustworthiness
- Access to a vehicle and a full UK driving licence, with Business Class 1 insurance

Desirable

- Experience of working with older people
- Experience of working in the charity or voluntary sector

Closing Note

This role offers the opportunity to make a real difference to the lives of older people across Bedfordshire, ensuring they remain safe and supported at home while providing fair pay and flexible working conditions for our team members.