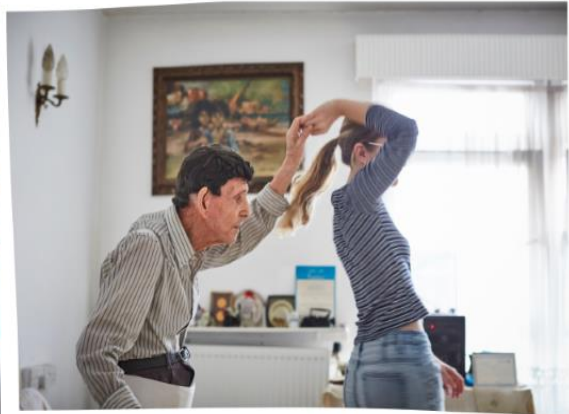




Handyperson Manager Recruitment Pack

Job description

Job title	Handyperson Manager
Salary	£38,144 - £41,280 + 5% pension ER pension contribution (pro rata)
Hours	21 hours per week

Job Purpose

Lead the day-to-day operations of the Handyperson Team and be the first point of contact for staff and respond to urgent issues.

Ensure all policies and procedures are duly followed and all Handypersons and clients are safe.

Work in collaboration with the Hospital to Home teams to ensure smooth delivery of the services, and the Job Booker to improve efficiencies and reduce staff downtime.

Manage the Energy Dr services provided in Havering which we deliver in partnership with Age UK Redbridge, Barking and Havering, overseeing the rota and ordering equipment.

You will also support the Head of Hospital and Home in the development of a paid-for handyperson which is currently in planning.

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

- Manage the Handyperson team on a day-to-day basis and be the first point of call for issues as they arise.
- Develop your staff team which includes: chairing team meetings, providing supervision, appraisals, planning of continued professional development opportunities and reviewing training needs.
- Support the team to deliver service required by the hospital teams safely such as the creation of microenvironments or moving of furniture etc.
- Ensure the team are taking care of cleaning of tools and equipment and checking they are in good working order meeting health & safety requirements.

• Take responsibility for fleet vehicle(s) reporting any concerns to the Operations Manager and Head of Service. E.g. Daily / weekly checks and the purchase of enhancements and minor repairs. • Provide on the job opportunities for volunteers/ apprentices/ return to work placements to undertake basic handyperson skills. • Responsibility for stock checks. • Proactively looking for efficiency opportunities and working with the team to test and trial new ways of working. • Work with the communications team and Head • At times, carry out repairs and maintenance work for AUKEL offices and outreach centre.
Administration
• Responsibility for ensuring the team is accurately recording work using Salesforce and the Field Service App, closing jobs, and inputting all necessary data. • Working with the Head of Hospital to improve data accuracy of reporting • Prepare stock inventory and ensure that stock/equipment is available for use. • Complete stock ordering and sign off expenses for services. Currently the includes Warm Homes, Ageing Well, Energy Drs and hospital services.
Quality
• Lead on staff on-the-job training and induction and periodically conduct a review of works completed. • Train the team in carry out home safety checks including addressing trip hazards and preparing homes for discharge. • Take responsibility for checking quality of work if complaints or concerns are raised from the service user.
Liaison
• With hospital referrers and staff as required. • Handyperson responsible for quality control and job assessment. • Volunteers and the Volunteer Engagement Manager.
General
• Attend team and staff meetings, as required. • Undertake any training required to fulfil the role. • 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 Age UK East London. • 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.

Functional Links
- The role is supervised by the Head of Hospital and Home Services - The Handyperson manager line manages: Handypersons Job Booker Volunteers - Close working is required with AUKLE Hospital to Home teams, Finance team, I&A, Community and Befriending Services.

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	- Minimum 2 years' experience of delivering residential handyperson services across a range of trades including: fitting & fixtures, lighting & energy, plumbing and minor repairs - Experience of working with members of the public and dealing with challenging clients - Experience of quality checking other's work and supporting improvements	- Ability to drive and have a full, clean licence - Experience of leading service development and managing the change process
Knowledge & Understanding	- Excellent knowledge of general repairs, carpentry, plumbing and simple electrics (e.g. changing light bulbs/light sockets) - Understanding of	

	confidentiality policy and practice • Understanding of equality and diversity in practice • An awareness of and sensitivity to the needs of older people • Awareness of health and safety issues, risk assessment, COSHH, RIDDOR etc. • Awareness of when a specialised certified professional is required.	
Skills/ Attributes	•Excellent interpersonal skills and customer service. •Excellent verbal and written communication. •Good planning and organisational skills. •Good IT skills. •Ability to work independently and as part of a team. • Ability to prioritise and manage time and resources in a competent manner.	• Ability to speak a community language
Additional Requirements	This post is subject to the relevant check through the Disclosure & Barring Service (DBS) Flexibility in working hours to meet organisational needs.	

Employment Details

Location

Across: City and Hackney, Tower Hamlets, Newham, Waltham Forest, Havering.

Salary

Range: £38,144 - £41,280 (Grade 5) pro-rata. 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: 9am Wednesday 16th September

Interviews: wk/c 1st October, 1 round of interviews. 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