



Handyperson

Recruitment Pack

Contents

AUKEL: Our vision, mission and values	2
About Age UK East London (AUKEL)	3
About the team	4
Background to the role.....	5
Job description	5
Person Specification	6
Employment Details	8
How We Value Our People	8
Next Steps	9

AUKEL: Our vision, values and strategy

Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

Strategy

We have launched an ambitious [new five-year strategy](#) which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

Be independent,

Be connected,

Be informed and

Be heard.

All our service delivery ambitions are clustered under these four headings.

Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

Kind

Accountable

Collaborative

Flexible

Inclusive

About Age UK East London (AUKEL)

The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/> , and here's a picture of a few of us at our EID celebration in April 2024



Background to the role

Job description

Job Purpose
<ul style="list-style-type: none">• Carry out home repairs and maintenance work for older people and/or their carers across East London.• Support AUKEL Home & Settle service in providing support to aid hospital discharge.• Carry out home security checks and advise and fit crime safety devices/adaptations.• Deliver person centred service to diverse communities across East London.
Key Tasks
<ul style="list-style-type: none">• Fitting installations to instructions from Social Workers / Occupational Therapists e.g.,<ul style="list-style-type: none">• key safes• fitting grab rails• banister rails• raised toilet seats• telephone extensions• fixing commodes to the floor• fixing down loose floor covering• Installation of security devices and smoke alarms.• Relocation of furniture – set-up of micro-environments to aid hospital discharge.• Draft proofing• Delivery of equipment as required e.g. emergency heaters, walking frames etc.• Carry out home safety checks advising on crime safety devices and adaptations and fitting as required.• Taking care of cleaning of tools and equipment and checking they are in good working order meeting health & safety requirements.• Ensure that the service user's home is left clean and tidy on completion of the work and be responsible for the safe and proper removal of waste and debris.• Taking responsibility, whilst using, AUKEL vehicle(s) ensuring that are in a roadworthy condition and reporting any concerns to Line Manager.• Carpentry, minor plumbing, minor electrical work• Working closely and supporting AUKEL volunteers.
Administration
<ul style="list-style-type: none">• Keeping detailed records of jobs completed e.g., time taken, materials used, cost.• Keep accurate records of customer donations.
Quality
<ul style="list-style-type: none">• Provide services in accordance with Health & Safety Legislation.• Supporting the maintenance of Foundations Quality Mark by providing excellent services and customer support

Liaison
<ul style="list-style-type: none"> • Home & Settle Hospital Discharge Services • Home & Care Services • Bart's Health NHS Trust Royal London, Newham & Whipps Cross Hospitals • Homerton University Hospital • Adult Social Care • Wider AUKEL services
General
<ul style="list-style-type: none"> • Meet regularly with line manager for support, supervision and appraisal. • To attend team and staff meetings, (and other meetings) as required. • To undertake any training required to be completed to fulfil the role e.g., Trusted Assessor training; • To 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.
Functional Links
<ul style="list-style-type: none"> • The role is supervised and supported by the Senior Handyperson • Hospital Discharge Project Co-Ordinators: Royal London Hospital, Homerton Hospital and Whipps Cross Hospital. • Wider AUKEL services • Facilities Manager.

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!

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working in a diverse community • Experience of working in a domestic environment • Demonstrable experience of working as a handyperson. 	

Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of confidentiality policy and practice • An awareness of and sensitivity to the needs of older people • Awareness of health and safety issues, risk assessment, COSHH, RIDDOR etc. • Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner. • Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers. • Understanding of Equity, Diversity and Inclusion, including the impact of discrimination and disadvantage on our clients, as well as a commitment to investing in increasing your own awareness of EDI issues so you can contribute to making our organisation as equitable and inclusive as possible 	<ul style="list-style-type: none"> • Trusted Assessor Trained
Skills/Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent verbal and written communication • Good planning and organisational 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 drive with a clean licence (electric vehicle available for day time use for candidates over the age of 30 years), Under 30 years car allowance will be paid. • Can demonstrate AUKEl values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered. • Commitment to learning and development and reflective practice. 	<ul style="list-style-type: none"> • Ability to speak a community language
Additional Requirements	<ul style="list-style-type: none"> • 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. 	

Additional Information	<ul style="list-style-type: none"> • This job description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role. • In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.
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Employment Details

Contract type

This is a fixed term contracted post for 6 months and is for 21 hours per week (working day pattern to be decided). We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be mostly based across City, Hackney, and Waltham Forest

Salary

Between £29,340 and £32,430 pro rata for 21 hours. Plus 5% employer pension contribution.

We have recently introduced a 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, an enhanced DBS Check and evidence of relevant Qualification.

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 and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

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.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

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: 30th September 2025 at 9.00am

Have any questions? If you want to find out more about the recruitment process or the role, please contact us by emailing Andrew Evans, Head of Hospital and Home Services at andrew.evans@ageukeastlondon.org.uk