

Handyperson

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Handyperson
Department:	Technical & Maintenance Services
Location:	Across Lincolnshire
Hours of work:	Between 08:30 and 16:00, Monday to Friday
Contract:	Zero hours
Responsible to:	Technical Services Manager
Job purpose:	To carry out home maintenance tasks for Age UK Lincolnshire's customers. To uphold Age UK Lincolnshire's policies and procedures at all times and treat all customers' information as confidential. You will be a lone working employee, taking responsibility for your own personal safety and others around you; ensuring compliance with Age UK Lincolnshire's Health & Safety policy and procedures.

Key Responsibilities:

Day to day activities could include:

- Small building repairs
- Fitting curtain poles
- Hanging pictures and shelves
- Painting and decorating
- Basic plumbing and electrical repairs
- Moving and building (flatpack) furniture
- Patio and decking installation
- Shed building and dismantling
- Shed roof repairs
- Removal and disposal of furniture (inc. white goods)
- Outdoor cleaning and clearing
- Lock replacement
- Installation of key safes and grab rails

Handypersons are expected to:

- Manage their own diary in liaison with the office
- Complete and submit accurate expense/time sheets
- Respect confidentiality
- Complete risk assessments
- Exercise proper care in manual handling and in operating equipment
- Adhering to Age UK Lincolnshire's policies and procedures
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Experience of undertaking a range of garden services and maintenance tasks	E	A/I
Ability to work to time constraints	E	A/I
Experience of following Lone Working Procedures	D	A/I
Ability to demonstrate experience of self-management	E	A/I
Some experience of using digital apps via a smart phone	E	A/I
Supporting a person at risk with independence, either personal or profession level	D	A/I

Knowledge

Understanding the importance and commitment to confidentiality	E	A/I
Awareness of the functions of Age UK Lincolnshire's Services and Support	E	A/I
Understanding and appreciation of the needs of a person at risk	D	I

Education & Qualifications

Competent in completing administrative tasks	E	A/I
Certification in the following: Basic First Aid – Manual Handling	D	A/I

Personal Qualities

Caring and compassionate	E	I
Reliable and good time management skills	E	I
Energetic and self-confident with a flexible and 'can-do' attitude	E	I
Communicate effectively, having the ability to understand and be understood – verbally and written	E	A/I
100% committed to helping improve the lives of person's at risk	E	A/I
Ability to perform the duties required; safely and to a high standard	E	A/I
Willingness to take personal responsibility for standard of work	E	A/I
Willingness to attend training as appropriate to the role	E	A/I

Additional Information

This job role is a zero-hour contract – What is a zero-hour contract?

A zero hours contract means you have no set or standard working hours or times. We cannot guarantee you a set number of hours per week. However, we will aim to build up your hours over time until you reach your desired hours, although we cannot guarantee how long this will take. We will try to offer holiday and sickness cover to top up your hours.

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Probation Period

All employees at Age UK Lincolnshire are subject to a four-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

DBS (Disclosure & Barring Service)

This post requires a standard DBS check.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.