MTVH ROLE PROFILE

Date: Click or tap to enter a date.

Role Title (External)	Handyperson	Directorate	Customer Services	Location	North London/Central South London/South East Midlands
Reports To		Function / Team		Geographical Spread	
Direct Reports		Budget Sign-Off Approval Level		Suitable for Agile Working Options	**Yes** ☐ **No** ☐
DBS Check Required	**Yes** ☒ **No** ☐ **If Yes for DBS check, which level is needed?** **Standard**			Driving Licence Insurance check required	**Yes** ☐ **No** ☐ **Yes** ☐ **No** ☐

The nature of this role means that the post holder will come in to contact with vulnerable adults who access healthcare services. To meet our commitment to providing safe, high quality services to our customers we will complete a standard check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Main Purpose

Deliver an effective day to day responsive and small repairs handyperson service for elderly, disabled or otherwise vulnerable people. The service will be applicable across all tenures, ensuring compliance at all times with relevant procedures and Health & Safety legislation

Key Responsibilities and Outcomes

- Programme and Install Community Alarms and Assistive Technology equipment ensuring customer fully understands how to operate the equipment
- Service Community Alarms and Assistive Technology equipment
- Carry out Home Fire Safety Checks & install Smoke detectors as directed by the Fire and Rescue service

- Install equipment provided by the Community Safety partnership for Domestic Violence Customers
- Install Keysafes
- Undertake a range of small practical assistance tasks eg changing light bulbs, fixing curtain poles/tracks, put up shelves and pictures etc.
- Install as required items linked with ad hoc projects that may be requested by the local authority
- Effectively plan visits in advance taking into account the possibility of urgent cases being phoned through
- Call Pay is the preferred payment option for keysafes, promote this where possible. On the occasions when money is collected for keysafes, ensure a receipt is issued and the money taken to the office as soon as possible and signed for by the person receiving it.
- Keep the Handy Van Team Leader(s) up to date with progress, any issues and concerns
- Accurately record works completed on job sheet along with time allocated for works
- Accurately complete Home Fire Risk Check forms and submit to the Fire & Rescue service within agreed timescales
- Regularly bring into the office completed job sheets and any jobs where there have been difficulties making contact.
- Maintain a stock control system and prepare new orders as necessary.
- In conjunction with the Senior Handy Van Operative carry out regular inventory checks on tools and stock items.
- Adhere to Fire & Rescue Guidance on Driving DFRS Vehicles, Record daily mileage and submit to DFRS within required timescales.
- Account for Trade Card.
- Identify areas for improvements
- Implement agreed changes and provide feedback as required
- Work collaboratively with colleagues in the Single Point and Access and Handy Van Service, and other teams across MTVH, to improve service effectiveness

Date: Click or tap to enter a date.

- Occasional contact with members of partner agencies (e.g. Crime Prevention Officers & Local Authority Officers).
- Ensure the safe and proper usage of all mechanical, non-mechanical, tools and equipment and ensure it is properly maintained, reporting any defects to the Senior Handy Van Operative
- Decide at receipt of work order, or arrival on site, whether work activity is within own capability.
- Perform other duties as may be reasonably required by your line manager.
- Manage your own continual professional development utilising available learning resources and opportunities and own personal networks
- Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in MTVH's Code of Conduct which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers

MTVH ROLE PROFILE

Date: Click or tap to enter a date.

Personal Competencies	Skills / Experience / Knowledge
	Essential • Skills based experience and training, normally obtained over a period including practical experience of jobbing and repair works following a full craft apprenticeship. • Occasional extra hours may be required to be worked, as notified. • Full UK driving license. • Willing to undertake trade and personal development training as requested **Desirable.** Have an established trade background.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.