

<b>Designation:</b>	<b>Multi Skilled Handyperson</b>
<b>Grade:</b>	<b>Stroud 4</b>
<b>Responsible to:</b>	<b>Maintenance &amp; Voids Manager</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	<b>TEN 1411</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- NVQ/SVQ Level 3 or City & Guilds in a construction related discipline or Extensive trade experience.

### EXPERIENCE

- Extensive post qualification experience
- Experience of working in a previous handyperson/trade related role.(carpenter, plumber etc)
- Be able to demonstrate a high level of practical skills

### SKILLS & KNOWLEDGE

- Understanding of and commitment to equal opportunities and diversity.
- high standards of written and verbal communication skills
- Ability to build constructive partnerships internally and with tenants and external organisations.
- Have a working knowledge of responsibilities in relation to Health & Safety, COSHH, and associated good practice.
- Ability to carry out risk assessments.
- Ability to work under own supervision using initiative to deliver services
- Good understanding and use of IT, specifically MS Office packages including Word and Excel or similar software packages
- Good working knowledge in construction and property maintenance across all disciplines
- Ability to identify hazards and deal with as appropriate
- Fault diagnosis and repair

### PERSONAL ATTRIBUTES

- Good organisational skills in relation to managing own workload
- Good listener, able to empathise with others and communicate effectively in all forms.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Full UK or International driving licence
- Company vehicle provided – Business Use only.
- Enhanced DBS check.
- Be able to lift certain bulky items of furniture etc

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Hold up to date Health & Safety Certification.
- First Aid trained

- BTEC ONC in Construction

## EXPERIENCE

- Experience in working with tenants, Members, tenants groups, internal and external partners as well as other statutory Organisations and Agencies.

## SKILLS & KNOWLEDGE

- Proven ability to forward plan and action accordingly
- Proven ability to keep accurate records
- Hold relevant up to date Asbestos Awareness certification for audit purposes.
- Hold relevant pesticide application/handling certification
- Building pathology
- Commitment to improve the service through dynamic thinking and innovative practices
- Flexibility in relation to working hours.

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### 7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.