

Role Profile – Manningham Housing Association Handyperson

Responsible to :	Senior Maintenance Surveyor
Responsible for :	No staff
Budget responsibility :	No budget

Job Purpose

To carry out a high-quality minor works service to our tenant's homes and to support the Health and Safety and Compliance Officer with on-site activities.

Key Deliverable and Outcomes

1. To undertake regular inspections of common areas, including stairways, external pathways, gardens areas, amenity areas and to complete reports on condition and identify breaches.
2. To remove rubbish/ discarded items or to arrange removal of large accumulations of rubbish from common areas, gardens etc as well as involvement in the removal of discarded items/personal effects from vacant properties and to arrange for their subsequent disposal or storage immediately.
3. To undertake a programme of gutter cleaning to MHA's properties, removing accumulations of debris and any plant growth ensuring rainwater can be effectively drained from the property and preventing water penetration.
4. To carry out internal cleaning to low rise blocks.
5. To support the Health and Safety and Compliance Officer with on-site compliance activities.
6. To undertake the cleaning of internal surfaces that are subject to mould growth and apply surface treatments and minor decorative works.
7. Undertake minor reactive repairs to properties
8. To report any issues regarding the security of properties, and to report repairs that may need urgent attention, i.e. bursts, leaks, etc.
9. To report issues or complaints relating to breach of tenancy and anti-social behaviour in accordance with the organisation's procedures.
10. To assist in estate clean-up, and grounds maintenance initiatives with Tenants and Residents.
11. To conduct a programme of external fencing repairs and decoration.
12. During periods of inclement weather to be involved in the removal of snow and application of salt/grit on designated areas adjacent to Manningham's schemes, and other areas where required.
13. Responsible for conducting daily vehicle checks; water, oil, tyre pressures and condition to ensure road worthiness and reporting any problems to the Planned and Cyclical Works Manager or in their absence the Senior Surveyor.
14. To carry out such other duties as MHA management and staff may reasonably request.

15. The post-holder's duties must at all times be carried out in compliance with legislative requirements such as health and safety and all of the Associations policies and procedures in particular the Equality, Diversity & Inclusion Policy and any other policies designed to protect employees or service users.
16. It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

Person Specification (all areas are essential unless otherwise specified)

Qualifications

Good level of education (e.g. to GCSE standard) or equivalent experience

Cleaning qualification i.e. NVQ (Desirable)

Possess a full clean driving licence in order to drive company-provided vehicles

Ability to navigate the internet, emails (send&receive)

Experience

Experience of dealing with people face-to face

Experience of undertaking basic maintenance repairs and health and safety checks

Experience of dealing with emergency situations i.e. fire evacuations

Experience of solving problems and meeting customer expectations

Experience of dealing with enquires and telephones calls from disgruntled tenants

Able to work on own initiative

Practical & Intellectual Skills

Good communication skills both verbal and written

Ability to make sound judgements on the information available

Able to plan and prioritise work to meet specified deadlines

Diplomatic but assertive, a flexible approach

Personal Qualities

Understanding and able to demonstrate the vision and values of Manningham HA

Ability to make sound judgements on the information available

Can do attitude to work

Energetic personality with a high degree of personal drive and integrity, but with the sensitivity to retain the support of others

Able to demonstrate high standards of personal resilience and integrity

Development

Willing to develop own skills and evidence of personal development

The Associations 'Expectation of our Colleagues' apply to this role