**PERSON SPECIFICATION**



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| **POST: C&R Handyperson DATE: February 2019** | | | |
| **1.0** | **Education and Experience** | **Essential** | **Desirable** |
| **1.1** | Minimum three years full time handyperson / building trade experience of carrying out a range of repairs (this may be single or multi-discipline). | **\*** |  |
| **1.2** | Successful completion of a relevant trade apprentice and relevant qualification e.g. City & Guilds, SVQ in a relevant trade or discipline. |  | **\*** |
| **1.3** | * Experience of managing your own workload in an effective and efficient way. | **\*** |  |
| **1.4** | A full, clean driving licence is required as the post holder will be required to drive a company vehicle. | **\*** |  |
| **1.5** | Multi-Discipline building trade experience. |  | **\*** |
| **2.0** | **Knowledge, Skills and Abilities** | **Essential** | **Desirable** |
| **2.1** | Understanding of the needs of older people and people with a disability. | **\*** |  |
| **2.2** | Experience of providing support and guidance to other staff, e.g. apprentices, trainees. | **\*** |  |
| **2.3** | Ability to demonstrate experience of working collaboratively with other agencies. | **\*** |  |
| **2.4** | Excellent written and verbal communications skills and sound numeric skills are essential as are basic word processing and keyboard skills. | **\*** |  |
| **2.5** | The ability to deal with challenges and problems in a calm and efficient manner. | **\*** |  |
| **2.6** | A caring but professional approach to work and a positive attitude to people with complex needs. | **\*** |  |
| **2.7** | A well organised person, able to work on their own initiative, to perform as part of a team. | **\*** |  |
| **2.8** | A flexible approach to working in a demanding environment and an ability to prioritise demands on your time and the time of others. | **\*** |  |
| **2.9** | An understanding of GDPR / confidentiality issues. | **\*** |  |
| **2.10** | Excellent interpersonal skills, the ability to build a rapport with customers, respond to their varied needs and to develop positive working relationships with internal and external colleagues. | **\*** |  |
| **2.11** | A good understanding and direct experience of housing, social care and health services. |  | **\*** |
| **2.12** | Knowledge of issues affecting older people and their carers and how this can impact on you when working in their home. |  | **\*** |
| **2.13** | The person will have experience of engaging with older people, preferably in a housing or community based context. |  | **\*** |
| **2.14** | Experience of working with or as a volunteer. |  | **\*** |
| **2.15** | Minority ethnic language skills e.g. Punjabi, Urdu, Arabic etc |  | **\*** |
| **3.0** | **Values** | **Essential** | **Desirable** |
| **3.1** | A person centred approach to service delivery. | **\*** |  |
| **3.2** | Commitment to Diversity and Equal Opportunities | **\*** |  |