



PERSON SPECIFICATION

POST: C&R Handyperson DATE: September 2020			
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	*	