



LHA Support Services

Caretaker/Handyperson

(Directly Managed Schemes)

Responsible to: Project Manager

Job Description and Person Specification

1. Principal Responsibilities

- To provide effective caretaking and handyperson services and to ensure that the scheme(s) is maintained in a safe, secure and clean state at all times, offering a high quality of customer service.
- The specific tasks will vary depending upon the specific design and requirements of the scheme(s) covered by the caretaker/handyperson.
- Individual programmes of work will be established on a scheme by scheme basis and will be agreed between the postholder and their line manager.

2. Specific Responsibilities/Tasks

- To ensure that the interior and exterior of the scheme is maintained to Association standards in respect of cleanliness, safety and repair.
- To carry out such minor repairs (for which the postholder is deemed competent) as requested by the postholder's line manager, or other senior officer.
- To ensure effective implementation of the Association's health and safety policy in relation to the needs of the scheme(s) and the responsibilities of the post. In particular, to minimise hazards and to report any issues needing attention to the line manager. Also, to abide by any legal requirements and LHA procedures in the performance of duties:-

e.g. changing light bulbs
disposal of hypodermic needles
use of ladders
use of materials - manual handling

- To assist in maintaining the security of the building.
- Where relevant and in relation to the sheltered schemes, to assist in the maintenance of the electrical register.
- To ensure that a COSHH register exists and is maintained, in accordance with organisational guidelines (this relates to the storing of materials in caretaker store rooms/other sites).
- To maintain the external communal areas to the standard specified (garden areas, paths and car parking spaces).
- To maintain records of all repairs and other faults reported and associated work undertaken.
- To undertake cleaning tasks to internal and external areas of the building as required.
- To communicate with residents as appropriate, in accordance with established principles.
- To liaise with Association contractors undertaking work at the Scheme(s) as appropriate, in order to ensure effective undertaking and completion of works.
- To undertake any other duties associated with the effective delivery of a caretaking/handyperson service.
- To supervise the delivery of the cleaning service on a day to day basis in the absence of the Senior Project Worker.

Provision of an on site presence and general tasks:-

- Checking safe operation of lifts
- Checking/testing and recording of fire alarm systems (weekly)
- Checking fire fighting equipment is effectively maintained
- Testing of automatic emergency doors (weekly)
- Ensuring escape routes remain marked and are kept clear
- Operating security systems eg CCTV and video
- Checking laundry and kitchen equipment
- Checking door entry and intercom systems
- Checking waylighting including timers and bulb replacement
- Reporting vandalism to the police and relevant scheme staff
- Changing paladin bins
- Responding to emergency call outs as appropriate to scheme.
- Key control and security
- Generator testing (once a month)
- Emergency lighting tests (monthly)
- Equipment battery charging (eg chair lifts)

Note: In the case of sheltered schemes, some or all of these duties may be undertaken by the resident warden.

Provision and/or supervision of the cleaning service

- Common entranceways, passages, corridors, stores etc
- Laundry and kitchen areas (including kitchen fans where provided in communal areas)
- Window cleaning
- Clearance and disinfection of bin areas
- Keeping refuse chutes clean and clear of obstruction
- Arranging removal of bulk items when left in bin areas
- Prompt removal of graffiti
- Cleaning units prior to reletting
- Cleaning blocked toilets

Provision and/or supervision of ground maintenance services

- Checking operation of automatic car park barriers and gates controlling access
- Sweeping car parks and slabbed areas
- Grass cutting and gardening
- Scheduled and responsive litter picks
- Management/cleaning of external bin areas
- Arranging removal of bulk items
- Recording/reporting of abandoned vehicles
- Minor repairs to fencing and gates etc
- Clearance of drains and gulleys
- Removal of leaves in autumn
- Gritting and snow clearance in winter – You need to ask your line manager for permission before undertaking this task
- Scheduled checking of exterior lighting and bulk replacement
- Checking slabbed areas and reporting of uneven slabs and other surface defects.

Undertaking of Handyperson/repair functions

- Lock changes and repairs (including non-electrical door-entry repairs)
- Repair reporting
- Repairs inspections (but not full relet inspections)
- Reporting any defective work noted
- Minor repairs of a non-specialist nature (plus minor common area repairs)
 - eg - replacement of bathroom and kitchen tiles
 - minor plastering work
 - toilet seat replacements
 - repairs to carpets
 - minor kitchen unit door repairs
 - minor electrical works (replace switches, sockets, TV points, cooker outlets, batten holders) plus associated electrical checks
- Decoration work

- Common area repairs, adjusting and replacing door closers and catches, etc
- Touching up of paintwork in common areas and bedrooms/flats in directly managed schemes (if applicable)
- Other minor non-specialist repairs
- Scheduled checks for leaking guttering and running overflows

Provision of on call and emergency services (on request and when available)

- Holding of master keys where applicable
- Attending site to restore security
- Meeting Service 24 staff on site
- Meeting emergency services on site
- Meeting contractors on site
- Assisting in clearing up after floods and break-ins, etc
- Reporting back to relevant staff

Other

- Collection of cleaning/other related materials
- Completing inventories
- Occasional removal of furniture from properties
- Liaison with on site contractors (including supervision of the completion of works)

3. Common responsibilities and common behaviours and values

In addition to the specific requirements of this post, the Association expects the postholder to act in accordance with the Association's standards of common behaviour and responsibilities. These standards apply to all staff and are contained in the policy and procedures manual which is issued to all staff upon appointment.

Person Specification Caretaker/Handyperson

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • Previous experience in repair and maintenance duties 	Qualifications in relevant trades such as plumbing, carpentry, electrical works, or other related areas
Skills and knowledge	<ul style="list-style-type: none"> • Basic handyperson skills to complete repairs of a domestic nature • Conversant with relevant aspects of health and safety legislation 	Some understanding of a housing environment
Communication	<ul style="list-style-type: none"> • Good communication and interpersonal skills 	
Abilities and attitude	<ul style="list-style-type: none"> • A sensitive approach with proper regard for residents' rights and self respect • Ability to work within a team and on their own initiative 	
Equal opportunity and diversity	<ul style="list-style-type: none"> • Ability to recognise discrimination • Commitment to equality of opportunity 	