



## JOB DESCRIPTION

<b>Job Title</b>	Maintenance Personnel - Handy Person
<b>Responsible to</b>	Service Delivery and Properties Manager
<b>Responsible for</b>	N/A
<b>Contract</b>	Full time, permanent
<b>Hours</b>	35 hours per week, pattern TBA
<b>Salary</b>	£21-24,000 p.a.

### Organisational Context

Quo Vadis Trust is a specialist housing charity in South East London. We provide a service to people whose mental health has deteriorated and who need support with their housing. Quo Vadis Trust provides homes to around 150 people in South East London. We also have a registered care home in Sidcup. Our range of support both on and off the premises helps each individual client to maximize their independence.

### Job Purpose

To undertake upkeep and repair tasks on the interior or exterior of Quo Vadis Trust premises. We will rely on the individual to keep our facilities in perfect condition by doing various odd jobs. This includes works on voids, painting & decorating, minor repairs, and other trades.

Sound skills and technical knowledge are important parts of this role. You must be well-organized with strong general repair skills. A keen eye for detail and physical stamina are valued greatly in this role.

### Location

It will be based at our Verdant Lane Site in SE6 1LF but will cover Lewisham and Croydon areas where our properties are located. We currently manage 22 properties with a combined client list of 144. You will therefore need your own vehicle for which mileage will be claimable. At a later date a company vehicle may be provided for QVT usage only.

### Responsibilities

- To be able to undertake multi trade works tasks in occupied properties
- To have high levels of customer service skills
- To be able to communicate any problems and issues to all stakeholders

- To deliver works to a high quality with no defects
- To have a good understanding and awareness of health and safety
- To travel to recognised QVT suppliers in order to collect relevant materials and equipment
- To liaise with occupiers of designated properties in order to carry out work to the client satisfaction

### **Duties**

Some common tasks:

- Fixing any safety hazards
- Putting together furniture and other equipment
- Installing appliances and machinery
- Doing minor plumbing and carpentry
- Clearing and unblocking gutters
- Unblocking sinks and baths
- Fitting grab rails and handrails inside and outside the home
- Putting up shelves
- Mending dripping taps
- Repairing or replacing curtain rails and blinds
- Fitting and repairing locks
- Fitting smoke or carbon monoxide alarms
- Changing light bulbs
- Moving furniture within the house
- Securing carpets
- Unblocking drains
- Cyclical Painting
- Electrical excluding mains supply (to Part P) training may be provided to suitable candidate
- PAT testing QVT and client electrical equipment (training to be provided)
- General plumbing
- General maintenance
- Void repairs and redecoration

This list is not exhaustive and there may be other jobs given by the line manager.

### **General**

- Communicate effectively and work productively with all employees and clients.
  - ensure the Properties and Maintenance Team's strategic objectives are achieved
  - To be a team player in all activities.
- Exercise a high degree of probity and personal integrity in dealing with both internal and external stakeholders, contractors, suppliers and agencies
- Adhere to all the QVT policies and procedures
- Undertake any other tasks which might reasonably be requested by their line manager

- Demonstrate and understanding and use of diversity in line with QVT policy

### **Health and Safety**

All employees must observe, comply with and continually promote Quo Vadis Trust's policies and procedures for Health and Safety.

**This job description represents the job as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the job.**

### **Requirements:**

- Current and valid full & clean driving licence
- Access to own vehicle
- Previous Site Based experience
- Knowledge of Health and Safety legislation
- Capable when working at height
- Adhering to security guidelines
- Being able to handle customer complaints
- Being able to resolve problems efficiently
- Being discreet and flexible
- Being focused and self-motivated
- Being self-reliant and responsible
- Interacting with people and working cohesively with them
- Physically capable of moving equipment
- Plumbing, carpentry, and electrical
- Supervision and customer service
- Time management and organisation
- Must be computer literate and able to input job data.

The applicant will also be DBS checked.