

Shelter (Campaign for the Homeless) Northern Ireland

Job Title: Helping Hands Technician

Salary Scale: £17,891 (£18,070 from 1st April 2017)

Reporting to: Area Manager

Context: Shelter NI provides a technical service through its GABLE project and we require a person with a technical background to identify, scrutinise, specify and carry out minor works at the homes of our clients.

Main Responsibilities and Roles

The Helping Hands Technician is responsible for:

- Providing a minor repairs service to the properties of owner occupiers/private tenants
- Visiting client's homes to carry out an assessment (full or partial)
- Producing individual reports recommending services and works that will address the client's needs
- Determining the nature of the work required and how they should be delivered, e.g. NIHE grants process, Trusted Trader Scheme, Helping Hands Service, ESC, etc.
- Determining the exact work that will be carried out under the Helping Hands Scheme and the cost of the materials needed to complete the job
- Ordering and obtaining the materials necessary to carry out the required repairs and keep appropriate records of the work carried out and the materials used
- Carrying out a wide range of small household repairs and minor adaptations to a high standard, in a professional fashion and ensuring the satisfaction of the client
- Ensuring that all work is carried out in a safe manner and that the Health & Safety policy is adhered to
- Ensuring all equipment used to undertake work is well maintained and safe to use
- Ensuring that the most appropriate Disable Living Equipment (DLE) is recommended, ordered and installed
- Ensuring DLE stocks are maintained consistently
- Adhering to terms and conditions set out in Shelter NI's Trusted Trader Code of Conduct
- Working in close co-operation with all other members of the team to ensure that the needs of the clients are identified and that they receive a response which satisfies them
- Providing technical advice to staff and clients when required.
- Ensuring the smooth day to day running of the service
- Maintaining appropriate records as required in the procedures for the service
- Assisting administrative support to set priorities, develop work schedules, monitor progress, track project details, data, information and activities in relation to project reporting
- Assisting the management team to audit and analyse existing processes, identifying where improvements can be made and implement changes to improve project performance and effective use of resources and; evaluate processes and results in relation to key performance indicators
- Keeping up to date with changes to procedure or legislation relevant to the work undertaken
- Ensuring the general health and safety of all project staff and visitors to the GABLE premises
- Complying with organisational policies and procedures
- Carrying out any other duties which the Area Manager may reasonably require from time to time

This Job Description does not attempt to specify all activities or to be an exhaustive list of required activity. This position requires an enhanced disclosure check with Access NI. The post holder should undertake any other tasks that are necessary to fulfil their role.

Person Specification

Essential Requirements

- Proven practical experience > 3 years in building industry.
- Ability to deliver the Technical Specifications for Minor Works as per the Adaptations Design & Communications Toolkit
- Physical Health - Good general health. Good mobility. Presentable
- Experienced in a front line customer service environment
- Basic use of Microsoft Office, Word, Excel, Outlook, Power Point, etc
- Excellent communicational skills, approachable, informative with good problem identification and problem-solving skills
- Strong attention to detail
- Commitment to the goals of GABLE and to the values and vision of Shelter NI
- Valid driver's license
- Provision of a car for work purposes
- Be willing to attend any training required to fulfil role

Desirable Requirements

- Formal Building qualification. Practical > 5 years in building industry
- A basic knowledge of the Housing Health & Safety Rating System

Type of contract: 1 Year Contract, Full time position 37 hours per week
Core operating hours 08.30 to 16.30 Mon-Thurs; 09.00 to 14.00 Friday

This job description reflects the requirements of Shelter NI as at June 2015. The role and duties of the post are subject to change in line with the future development of the organisation.

All Shelter NI employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of religion, community background, gender, marital status or disability.

Application Method

To apply to this post please download both the **Application Form- RefHHT17** and separate **Equality Opportunities Monitoring Form** from this website.

Please note that CV will be not accepted.