**Yorkshire Housing Role Profile **

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| **Job title:** | Labourer/Handyperson | **Leader of others:** | No |
| **Reports to:** | Building Services Team Leader | **Contract type:** | Mobile |
| **Business area:** | Homes | **Car allowance:** | No |
| **Budget holder:** | Building Services Manager | **DBS required:** | Basic |

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| **Job purpose** |
| In the position of Labourer/Handyperson you will be responsible for supporting the delivery of a high quality, efficient and effective repairs service to the customers of Yorkshire Housing.  You will be required to work alongside our in house team of multi skilled operatives, supporting two man working on all types of work, to include mainly building, but will inc some joinery and plumbing tasks.  As a Labourer/Handyperson you will also be expected to carry out smaller jobs on your own, using your initiative to carry out an effective or make safe repair.  The main role will be making up a 2 man Building team, assisting the building operative as required. |

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| **Key responsibilities** |
| * To support our individuals and in house teams to carry out all multi skilled and building related tasks within the scope of the role to include general property repairs and working on empty homes ensure high standards are established and maintained. * Carry out and complete all required work to the very highest standards of quality, working in a clean and safe manner to ensure our customers belongings and home are kept safe. Contributing to achieving our customer satisfaction targets. * Produce accurate job records, detailing all work undertaken, using our in house software and PDA hand held device. Providing information to the property Services management Team relating to works undertaken as required*.* * By using your own initiative, resolve were practical any minor/routine technical difficulties on site, liasing with your management as required. * Work as part of a team, liasing with other trades, client officers, Yorkshire housing customer service centre and the Building services business support teams. Demonstrating all Yorkshire Housing behaviours * You may be required to work outside standard working hours, including weekends. This will only be required as and when there is a business demand. * Assist in the effective ordering and collection of materials, working to current processes and liaising with Yorkshire Housing suppliers as required. |

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| **What you’ll bring to the role** | |
| **The main things:** | |
| * Working in a building repairs or similar environment * Experience in building/joinery/decorating work, sufficient to be able to support existing teams and to carry out smaller repairs unsupervised. * Be able to demonstrate a high level of understanding for health and safety. * Good communication skills, both verbally and written * Good interpersonal skills * Building, Fencing, Joinery, Plumbing and decorating skills sufficient to be able to support current teams and carry out small repairs within customers’ homes as required. * Good organisational skills * Ability to work on own initiative and as part of a small team * Willing to undertake any training required | |
| **It would be a bonus if you have:** | |
| * Related Building qualification (C&G, NVQ or equivalent) * General level of IT skills (Use of PDA/android device) * Working in occupied properties * Ability to work logically and systematically through difficulties using problem solving skills. | |
| **Our values:** | |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion.  And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. | |
| **Date Role Profile last reviewed:** | March 2025 | |