



JOB DESCRIPTION

Job Title:	Keysafe Fitter & Handyperson
Division:	Care and Repair Edinburgh
Location:	This role is based between our office (Causewayside, Edinburgh) and our client's premises throughout Edinburgh
Contractual Status of Role: <i>Permanent or fixed term</i>	Permanent
Hours:	Part time 14 to 21 hours per week, days to be agreed
Job Title of Line Manager:	Head of Care & Repair Edinburgh
Job Titles and number of any direct reports:	0
Job Purpose:	<p>We aim to deliver the highest quality for our clients, so you will be required to show enthusiasm for standards and best practice, demonstrate patience and empathy with older people and understand the impact of loneliness and isolation.</p> <p>Support Care & Repair Edinburgh (CRE) with Keysafe fitting and handyperson provision, ensuring everything is completed to required standards and within timescales and that clients are provided with clear instructions ensuring that high levels of customer satisfaction are maintained.</p> <p>Carry out practical tasks within client's homes, such as:</p> <ul style="list-style-type: none"> • Keysafe installation/repairs • Completing minor repairs • Installing safety equipment • Helping assembly furniture • Silicone removal/replacement • Fitting of toilet seats



Main Responsibilities:

Keysafe Fitter/Handyperson (CRE)

- To ensure the safe operation and storage of equipment and tools at all times
- To operate safe working practices with due regard to Health and Safety Regulations, COSHH, Control of Infection, Waste Disposal etc in accordance with legislative requirements and policies and procedures
- To ensure that all Keysafe fittings are completed to required standards and timescales and that clients are provided with clear instructions on how to use them.
- To ensure that high levels of customer satisfaction are maintained.
- To ensure that promotional material is distributed widely either through face-to-face or telephone marketing.
- To carry out any handyperson repairs as required.
- To assist other trades within CRE

General:

- Liaise with the Operations Manager to ensure the appropriate maintenance and vehicle checks are undertaken on the company vehicle in line with the company vehicle policy and procedures.
- To ensure that work practices are streamlined using electronic diaries and payment systems.
- To maintain work records, record materials used, time taken and record same on Charity Log (CRE's database) for invoicing purposes.
- To inform the administrators of any follow up action that may be required and keep accurate records of appointments.
- Act at as an ambassador for CRE when dealing with members of the public, suppliers, customers etc.
- Maintain professional and technical knowledge by attending appropriate training courses and workshops.
- Reporting of any data protection, safeguarding or complaints of any nature from clients or suppliers without delay.



	<ul style="list-style-type: none"> • To take a pro-active approach to client liaison and ensure that concerns are dealt with or relayed to administration or the Head of CRE as necessary.
Experience	<ul style="list-style-type: none"> • Experience of working in a customer facing role. • Experience of working on own initiative and as part of a wider team/teams. • Experience of working with older or vulnerable people would be an advantage but not essential.
Skills and Attributes	<p>Essential:</p> <ul style="list-style-type: none"> • Effective listening, oral and written communication skills • A high standard of customer care and an ability to work flexibly and to respond positively to service developments • Ability to work effectively under pressure and prioritise work in a busy environment • Good IT, organisation, and planning skills • Sound knowledge and understanding of safety documentation • An understanding of GDPR and data protection requirements • An understanding of and commitment to equal opportunities – you need to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality. • Ability to work independently and as part of a team <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of issues relating to safeguarding of vulnerable people • Experience of working alongside volunteers
Qualifications	<ul style="list-style-type: none"> • Evidence of Trade / DIY skills
Additional Requirements:	<ul style="list-style-type: none"> • To undertake any other reasonable duties as requested by your Line Manager.



	<ul style="list-style-type: none">• Commitment to supporting and working alongside Volunteers• This post requires the post holder to have a PVG Scheme membership/record. If the post holder is not a current PVG member for the required regulatory group (i.e., Child and/or adult) then an application will need to be made to Disclosure Scotland and deemed satisfactory before they can begin employment.• To be aware of all relevant CRE policies and procedures e.g., Health and Safety, Lone Working, Company Vehicle etc. and ensure that these are always adhered to.• Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain the Watchguard app on either their personal or work mobile device.• Commitment to the aims and vision of CRE and an ability to demonstrate those values in your work• Commitment to tackling the stigma of isolation and loneliness• Flexibility, integrity and an understanding of confidentiality• Patience• Must hold a full clean UK Driving License• This role requires travel in Edinburgh. (Van supplied by CRE)
--	---