

## Handyperson Service Coordinator

### Job Description

Salary: £18,000 per annum (FTE £30,000)

Hours: 21 hours per week

Responsible to: Chief Executive Officer

Based at: Elders Voice, 181 Mortimer Road, NW10 5TN

### **About Elders Voice**

Elders Voice is a charity supporting older people in the London Borough of Brent. Our mission is to enable older people to live safely and independently in the homes of their choosing and lead happier and healthier lives. We do this by providing a variety of services and activities, including a Handyperson Service and a Day Centre.

The Handyperson Service is our flagship service; it's been in existence for 35 years and is highly valued by the older people who use it. The service aims to prevent accidents in the home and enable older people to live safely by carrying out basic repairs and improvements, and the installation of small equipment such as grab rails, which support mobility. Jobs include things like changing lightbulbs, hanging curtains and putting up shelves. Our handy team have decades of experience between them, and an exceptional reputation in the borough.

We are looking for a Handyperson Service Coordinator to oversee the Handyperson Service and be responsible for all aspects of facilities management at our premises in Kensal Green.

### Main Duties & Responsibilities

#### **Handyperson Service**

To undertake all administrative tasks relating to the effective and efficient running of the Handyperson Service with meticulous attention to detail and record keeping:

- Receive incoming referrals from service users, next of kin and referral agencies by email, telephone and voicemail in a polite and professional manner.
- Complete referral form for new job requests, allocate jobs to handy team and schedule jobs in calendar.
- Collect, collate and input data on LB of Brent record data system, scan job sheets and ensure compliance with quality assurance.
- Signpost individuals to other services that can support their needs.
- Build and maintain relationships with Brent Adult Social Care, healthcare bodies and other statutory & voluntary sector organisations.
- Promote the service ensuring hard to reach older people are aware of the service.
- Send evaluation forms to service users, record feedback and collate data for annual reporting.
- Provide supervision and support to the handy team.
- Work alongside the CEO in developing and expanding the service.

## **Facilities Management**

To ensure the premises are clean, safe and properly maintained, and that health & safety standards are adhered to.

- Oversee all contracts that are related to Health & Safety and building maintenance.
- Ensure that any work undertaken meets the required standards.
- Draft an annual planned schedule of maintenance and renovation in consultation with the CEO.
- To carry out proactive inspection of the premises and flag areas requiring maintenance and repair.
- Ensure building meets government regulations, health & safety standards and energy efficiency requirements.
- Oversee building projects and renovations.

This job description is intended to provide a general overview of the position and is not an exhaustive list of all job responsibilities. All employees are expected to work in a flexible way and if necessary, take on tasks which are not detailed in their job description within reason.

Please apply by submitting your CV and a covering letter explaining why you are suitable for the role and how your previous experience is relevant: [annas@eldersvoice.org.uk](mailto:annas@eldersvoice.org.uk). Deadline: Wednesday 4<sup>th</sup> June 2025.

## **Person Specification**

### **Essential**

#### **Skills, experience or knowledge:**

- Experience of coordinating and organising delivery of services to people in community settings.
- Excellent interpersonal skills.
- Excellent written and verbal communication skills.
- Customer service experience; remaining calm, friendly and helpful when dealing with older people.
- An understanding of the support needs of older people from diverse backgrounds.
- IT proficient and confidence with using Microsoft Office & Microsoft Access.
- Experience of implementing systems and processes.
- Proven skill in use of databases including data input, and producing reports & tables for monitoring and evaluation purposes.
- Effective organisation and time management, ability to prioritise in a multi-tasking environment.
- Enthusiastic, flexible and highly self-motivated.
- Confident and competent leader, experience of supervising staff.
- Experience of allocating tasks and ensuring their satisfactory completion.
- Ability to work in a friendly, enabling and supportive manner.
- Understanding of the importance of acknowledging diversity and the ability to apply this consistently in the workplace.

### **Desirable**

#### **Skills, experience or knowledge:**

- An understanding of the needs of older people and the challenges they face.

- Relevant experience of working with manual trades providers.
- Knowledge of Brent geographically.
- Building/caretaking and facility management experience.
- Knowledge of risk assessments, H&S/COSHH legislation and fire safety regulations.
- Basic knowledge of first aid, fire marshalling and management of emergency response.