



Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy & Denbighshire Care & Repair

INFORMATION FOR APPLICANTS

SMALL REPAIRS OPERATIVE

March 2022



Thank you for enquiring about a position with Conwy & Denbighshire Care and Repair, we've enclosed the application pack for your attention.

SMALL REPAIRS OPERATIVE

Permanent Contract

40 hours per week

Location: St Asaph

Please ensure you include everything that is relevant to the application bearing in mind what is in the person specification.

We look forward to receiving your CV, to be returned via e-mail to swyddi@grwpcynefin.org

If you are successful in being shortlisted for interview, we will contact you via the email address you have specified on your CV.

If you require further information or clarification you are welcome to call Giovanni Braia, Gerddi Gwyrdd Home Improvement Manager (0300 111 2120).
<http://www.grwpcynefin.org/en/eich-cymuned/denbighshire-care-repair/>

Yours sincerely
Human Resources Team

Conwy & Denbighshire Care and Repair

The vision across the whole Care & Repair movement is that all older people shall live in homes that enhance their quality of life.

Conwy and Denbighshire's Care and Repair services ensures that older or vulnerable people's needs remain at the centre of our service delivery and that they continue to receive the excellent "handholding" holistic service that's there for the lifetime of the client. We continue to work in partnership with other statutory and voluntary organisations with signposting across all services.

Our Agency's strap line is "*Better Homes, Better Health*" which is supported by our mission:-

"To enable older or vulnerable people to remain independent in their own homes in safety, comfort, warmth and security"

And our vision is to be: -

"A leading provider of innovative services that; enhance the quality of life of older or vulnerable people."

Conwy and Denbighshire Care and Repair became a subsidiary of Grŵp Cynefin on 1st July 2015; a Registered Company Limited by Guarantee and a Registered Charity. We conform to recognised good practice and have progressive personnel policies which provide employment terms which are fair and family friendly.

Gerddi Gwyrdd Home Improvement Services

Gerddi Gwyrdd Home Improvement Service delivered by the team of 7, provide Home Improvement Services to our clients. This includes private works, adaptations, small repairs both in the home and garden, fitting bathrooms/wet-rooms and skilled joinery work.

The team have received training by North Wales Fire Rescue Services to carry out Home Fire Safety Checks and fit smoke detectors and equipment where appropriate on their behalf.

Homes can easily fall into disrepair as income levels decrease. Care & Repair working in partnership with Health has made the connection; poor housing = poor health = poor quality of life e.g. damp conditions can lead to chest infections etc. The Gerddi Gwyrdd Home Improvement Services works with the technical officer and case workers to support the older person in obtaining repairs to their property either through private works or by identifying appropriate grant funding.



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JOB DESCRIPTION

SMALL REPAIRS OPERATIVE

Accountable to:	Gerddi Gwyrdd Home Improvements Manager
Job Location:	St Asaph
GENERAL AIMS OF POST	<ul style="list-style-type: none">• To provide a small repairs service to older people and people with disabilities within Conwy and Denbighshire.• Maintain clients properties in order to provide a safe environment.• Provide a home improvement service that supports older people to remain independent in their own homes.

KEY RESPONSIBILITIES OF THE ROLE:

1. To install mobility equipment and to assist in the installation of bathrooms and kitchens.
2. Provide an adaptation service for fitting handrails/grab rails, 'key safes', smoke alarms etc.
3. Visit clients, advise and quote for possible work
4. Work in partnership with the North Wales Fire and Rescue Service in relation to home safety issues.
5. Ensure that all work is carried out within the timescales set and targets set
6. Keeping records of payments received and providing them with written receipts
7. Ensure that all data is accurately recorded.
8. Provide a caring and considered attitude towards all clients

9. Be responsible for ordering and secure storage of materials, equipment and other items of stock and keep stock control records as required
10. Be aware of the aims and objectives of the agency
11. Have the ability to identify additional needs of clients and direct them appropriately
12. Promoting the core Care and Repair service
13. Ensure that the agency's code of conduct is adhered to at all times
14. Promote and ensure compliance with equality and diversity policy and health and safety policy.

Tasks and responsibilities essential to the post

1. Contacting the Administration Team
 2. Keep a diary of the daily workload
 3. Liaise with clients to arrange access.
 4. Ensure that bathrooms, kitchens and general maintenance work done meet the required specification and provide value for money.
 5. Carry out additional minor repairs as required.
 6. Successfully attend training courses
 7. Undertake other tasks relevant to the post as requested by the manager.
 8. Responsible for the maintenance records of company vans as required.
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CORPORATE RESPONSIBILITIES:

Service Delivery	<ul style="list-style-type: none">• Complete the work to a high standard, on time and within budget.• Respond to internal and external customers promptly and professionally.• Provide advice and support to colleagues/customers.• Present regular reports within the responsibilities of the post.• Comply with all policies and any relevant legislation.
Performance	<ul style="list-style-type: none">• Contribute towards achieving Key Performance Standards successfully.• Work towards the aims and objectives of Conwy and Denbighshire Care and Repair and support the development of the organisation.
Policies and Procedures	<ul style="list-style-type: none">• Work in accordance with all Conwy and Denbighshire Care and Repair policies and processes.• Ensure that policies and processes are consistent with legislative and regulatory requirements and good practices.• Review and suggest improvements to policies to support continuous improvement
Other	<ul style="list-style-type: none">• Effectively represent Conwy and Denbighshire Care and Repair externally through conveying a professional and positive image at all times.

The above Job Description is not a fully comprehensive list of the duties and responsibilities of the job.

There is a requirement to undertake other duties within the post's salary scale from time to time in discussion with the Chief Officer.

The job description will be reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

MAIN JOB CONTACTS:

Internal: Chief officer, Managers, Agency staff.

External: Conwy & Denbighshire Care & Repair Staff, Grŵp Cynefin and Clients.

PERSONAL RESPONSIBILITIES:

Act in accordance with Conwy & Denbighshire Care & Repair values:-

Openness	Transparent in the way we work and make decisions. Willing to work together to achieve the best results
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Innovation	Innovative and willing to challenge ourselves to find new ways of delivering and providing services of the highest standard to our tenants and service users.
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Support	Work with passion to support our tenants and service users, our colleagues and our partners in addition to helping our communities thrive.
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Achieve	Act professionally and use our expertise to ensure the success of the company and our people. Always strive for continuous improvement and ensure value for money.
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Respect	Respect each other and others, promote equality and reject any prejudice.
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Ensure the confidentiality, security and integrity of data.

Promote and operate in accordance with the Health and Safety Policy.

Promote equality and diversity in all aspects of the work.

PERSON SPECIFICATION SMALL REPAIRS OPERATIVE

Education and Qualification:

Good general education.

Qualification relevant to the field – City & Guilds, NVQ or higher in the construction industry

Professional Experience:

At least 2 years' experience in the construction industry / property maintenance

Experience of providing a high level of customer care

Skills and Information:

- Ability to do work with minimal supervision.
- Ability to work under pressure.
- Ability to work on own initiative, organise/prioritise workload and meet deadlines.
- The ability to work to an agreed programme of work.
- Ability to undertake a wide range of repairs and adaptations.
- Problem solving skills.
- Flexible approach to work.
- Prepare quotes and assess work to properties.
- An understanding of health and safety issues as they relate to this post.
- Ability to speak Welsh at the following levels or higher - Desirable
 - Listening: Able to follow routine conversations involving work, in both languages between fluent speakers.
 - Reading: Able to read routine and technical material with a dictionary, in both languages.
 - Speaking: Able to converse in some detail regarding routine work issues in both languages.
 - Writing: Able to draft routine material, with editing assistance, in both languages.

Leadership and Management:

Be able to represent the organisation positively and professionally

Ability to work on own initiative and prioritise and organise work within deadlines

A commitment to providing excellent customer service.

Be able to adopt a style of joint working.

Personal Characteristics:

Ability to develop effective working relationships, both internally and externally

Commitment to customer services and investment in communities

Ability to respect confidentiality

Promote and act in accordance with the Health and Safety Policy.

Promote equal opportunity in all aspects of the work

Summary of Terms and Conditions SMALL REPAIRS OPERATIVE	
Contract Type:	Permanent
Salary:	Spot £26,042 per annum Remuneration is paid on the 20th of each month
Location:	St Asaph
Holidays:	33 days (including 3 days between Christmas and New Year) as well as bank holidays
Travelling:	Company vehicle is provided for use during working hours.
Pension:	Care and Repair offers pension provision through the National Employment Savings Trust (NEST)
Probation:	6 months
Working hours and organisation of work:	40 hours per week Monday - Friday
Termination of Employment:	<u>Notice to be given by Employee:</u> During probationary period – 2 weeks After the probationary period – 1 month <u>Notice to be given by Employer:</u> During probationary period – 2 weeks Following probationary period – according to length of service
Sick Pay:	Occupational sick pay scheme implemented Probationary period – 2 weeks' full pay Afterwards according to length of service
References/Statement	Any offer of a post will be subject to satisfactory references being received and a satisfactory basic check by the Disclosure and Barring service.

How to apply for the post

Please send your CV via e-mail to swyddi@grwpcynefin.org

Equal Opportunities Statement

Conwy & Denbighshire Care and Repair accepts the legal requirements of the Equality Act 2010 along with other legislation and its implications.

Procedures are in place to overcome direct and indirect discrimination.

Conwy & Denbighshire Care and Repair policies are regularly monitored and reviewed to ensure that individuals are treated fairly.

Equal Opportunities and Diversity Monitoring Form

We kindly ask you to complete the enclosed Equal Opportunities and Diversity Monitoring Form and return it with your application.