

**Role:** Plumber/Handyperson  
**Responsible to:** Practical Services Manager  
**Salary:** £27,011 per annum rising to £29,369 in January 2025  
**Tenure:** Permanent  
**Hours of work:** 40 Hours per week

### **Who is Cwm Taf Care & Repair**

Care & Repair is the older persons champion in Wales and actively works to ensure that all older people have homes that are safe, secure and appropriate to their needs. Cwm Taf Care & Repair is a not-for-profit organisation that is a wholly owned subsidiary of Cynon Taf Community Housing Group. The agency is funded by Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf University Health Board. Our role is to provide a free support and advice service for older and disabled people that assists the client's choice to remain living in their home. A client led, individually tailored package of support will be identified and delivered by an experienced team of Case Officers, Technical Officers with the aim of ensuring clients remain in their own homes with greater independence, warmth, security and safety.

### **Main Purpose of the Role**

- To provide a comprehensive minor repairs service to Care and Repair clients to enable them to remain at home in greater safety and security.
- To install minor works of adaptation or to complete minor repairs to assist clients home from hospital and prevent re-admission.
- To ensure high quality services are delivered to the satisfaction of clients and organisational values.

### **Key Responsibilities**

- Home repair and adaptation work of a minor nature
- Delivery of small works projects in partnership with Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council and Cwm Taf Morgannwg University Health Board & Housing Associations.
- Works include but are not limited to the following:
  - ✓ General Plumbing works, carrying out associated multi-skilled job tasks such as wall

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and floor tiling, brick and plaster patching, painting, carpentry etc, to enable the repair job to be completed on the first visit to the property

- ✓ Keysafes
  - ✓ Small ramps and home access
  - ✓ Minor carpentry works i.e. hanging Doors, replacing kitchen worktops
  - ✓ External and Internal Rails
  - ✓ Grabrails
  - ✓ Installation of minor equipment
  - ✓ Construction of steps and minor repairs
  - ✓ Levelling Paths
  - ✓ Safety in the House i.e. changing locks, security work
  - ✓ DIY Type Jobs
4. Handling stock control for Handyman supplies and assisting the Senior Handyman with quarterly stock takes
  5. Being responsible for a company credit card, adhering to process at all times
  6. General housekeeping duties and adhering to Health & Safety legislation and Safe Contractor
  7. Reporting of any observed defects in homes visited to the Project Assistants
  8. Good working knowledge and understanding of Health & Safety
  9. Liaise with the referring officer as and when required
  10. Upkeep of works vehicle ensuring they are well maintained and kept clean at all times including submission of van

### Key Measures of Performance

- To attend properties and complete works allocated in a timely manner
- To ensure referrals are completed within 15 days (Referrals will be allocated)
- To ensure that processes for all service areas are adhered to
- To submit completed works forms daily
- To ensure construction phased plans are completed on all properties
- To submit van control sheets to the Practical Services Manager weekly
- To ensure costings are recorded clearly on the completed works forms.
- To attend quarterly team meetings
- To attend support meetings
- To attend national & local trainings as requested

- To endeavour to resolve clients concerns informally and swiftly in line with our complaints policy.
- To ensure any delays that will impact on service delivery is fed back to the Practical Services Manager
- Any issues identified relating to tools or machinery to be reported to the Practical Services Manager promptly
- To attend events and networking
- Maintaining accurate records of all client interactions, adhering to professionalism, commercial confidentiality and GDPR
- To ensure clients are provided with receipts upon collection of cash and monies are submitted to the office the same day for banking

### **Key Capabilities**

- Time Management skills
- Customer service expertise (Advice & Quality Standards)
- Performance management
- IT Skills
- Communication Skills
- Knowledge & understanding
- Professional confidence & competence
- Health & Safety

### **Person Specification**

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

### **Key Attributes**

- Business skills – understanding of business operations, policies and processes advantageous
- People skills – ability to understand, build relationships with and work productively with a

broad spectrum of people and a strong understanding of working with older and disabled people

- Commercial focus – drive to sell and deliver profitable work which clients really value
- Comfortable in ambiguity – at ease with the challenges in complex, changing situations and working with clients who face similar challenges
- Balanced self-assurance - confidence in own abilities, able to provide friendly challenge, tempered with humility and the desire to improve and develop
- Development oriented - constant focus on self-development and openness to new approaches and ways of working
- Pro-active attitude – able to adapt to challenges and can work independently to deliver against agreed targets and outcomes
- Highly organised with the ability to communicate confidently at all levels
- Purpose-driven - with a passion for Care & Repair and our mission, our purpose, our clients and our way of working together with a strong underlying motivation to achieve excellent services.
- Change focused - experience of Organisational change through positive influence, challenging perceptions and making evidence-based recommendations

### **Technical Abilities**

- Served an apprenticeship in Plumbing or obtained an equivalent NVQ level 3 in Plumbing.
- Minimum of three years' experience of completing general plumbing repairs and maintenance tasks on domestic occupied properties.
- Sound knowledge of all plumbing and associated works within the field of building maintenance
- A qualification in one of the building trades or equivalent proven experience
- Demonstrate a sound knowledge of repair work covering a range of skills including carpentry and other general building trades.
- Clear knowledge and understanding of health and safety requirements (Agency works to Safe Contractor Accreditation)

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- Awareness of quality standards
- Proven relevant experience within a maintenance role
- Experience of working with older/disabled people
- Demonstrates appropriate range and level of skills and knowledge for the role to include good literacy and numeracy
- Works within relevant professional standards
- Takes action to develop knowledge and skills through formal and informal training and learning opportunities
- Shows an appropriate degree of computer literacy (Basic ICT skills)
- Possesses a full driving license – Company van and tools provided
- Must have a DBS check or be willing to have a full DBS check due to the nature of the role
- Able to use all key virtual meeting and messaging platforms independently and effectively – e.g., Teams, Zoom
- Experience of using Case Management systems, specifically, Caris would be advantageous
- Able to become proficient swiftly and confidently with new platforms / systems as required, for example to support new digital learning products
- Demonstrates appropriate range and level of skills and knowledge for the role including working within relevant professional standards
- Knowledge and experience of legislation relating to Health & Safety

### **Desirable**

It would also be beneficial for the post holder to:

- Have an understanding and practical experience of Equality and Diversity, Agile Working, Culture Change, Change Management and Modern Working practices
- Have attained a Trusted Assessor Accreditation or willing to work towards
- Ability to speak and write in Welsh

## **Annex 1:**

### **Our Mission Statement**

Our mission is to ensure that all older people are supported to live in a safe, warm and secure home as independently as possible for as long as possible.

### **Our Commitment to Equality and Diversity**

Diversity is everybody's business. We value and promote equality and diversity at all levels throughout the organisation. There's a strong and proven business case for creating diverse organisations.

### **Our Values**

#### Passion

Every one of us cares passionately about what we do, and how it contributes to our purpose and vision

#### Integrity

We carry out our roles with sincerity and honesty, always aiming to do the right thing

#### Respect

We treat everyone with equal value and without judgement

#### Excellence

We always do our very best, meeting and exceeding expectations, embracing new ideas, whilst holding on to the things that work

#### Responsibility

We think things through, are accountable for our actions, and we put things right if we get it wrong

### **Key objectives:**

- Supporting resilient communities
- Delivering excellent services
- Keeping people safe in their own homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals