

**Grounds Person General Handyperson**

**Accountable to:** Head of Property Services

**Job Purpose**

As part of the Property Team, to contribute to embedding Arc’s core values into everything we do.

Working within the framework of Arc’s strategic objectives, to assist in the enabling, and provision of a safe, clean, comfortable environment for clients, staff, and visitors.

To ensure that client, staff, and visitor safety and wellbeing is paramount, and respect their privacy and confidentiality.

To work with the Property Team and develop and maintain positive working relationships with all clients, Arc staff and external third parties.

To assist in delivering complete compliance in relation to regulatory requirements.

**Key Responsibilities**:

The range of responsibilities is diverse and flexible to meet the needs of our clients and to deliver the best, most effective and efficient services. They may include any of the following:

**Operational**

1. Carrying out garden maintenance and repairs as required across various trades to all areas of Arc properties.
2. Working on refurbishment projects with other team members and liaise with suppliers and outside contractors.
3. Working with the Property Team, effectively as a team member, and develop and maintain positive working relationships with all clients, Arc staff and external third parties.
4. Calculating, without waste, the quantities of materials required, source and collect them from suppliers.
5. Arranging and carrying out the conveyance and placement of furniture, domestic appliances, fixtures, and fittings to Arc properties as instructed, within agreed timeframes.
6. Carrying out the disposal of any waste materials not suitable for collection by our normal waste carrier.
7. Assisting with the relocation of clients and their possessions.
8. Carrying out any necessary collections and deliveries on behalf of the Association, including Gifts in Kind from members of the public and external organisations.
9. Ensuring client, staff, and visitor safety.

**Accommodation**

10. Ensure all properties are maintained to the highest possible standards, in accordance with the Decent Homes Standards.

11. Help prepare accommodation for new clients in accordance with the Void Policy and report to the Housing Support team.

12. Schedule work accordingly to ensure target completion times are met.

13. Work with Support staff to ensure any arranged appointments are kept.

14. Maintain appropriate records, share relevant information using designated systems, following Arc policies, procedures, and regulatory and legislative requirements.

**Third Parties**

15.Build strong relationships with suppliers to achieve best value for money.

16. Maintain positive relationships with neighbours.

**General**

17. Carry out all tasks, duties and works in a safe, methodical manner, including the use of any PPE that may be required or issued, and in accordance with the Arc Employee Safety Handbook, and any statutory or safety legislation.

18. Carry out all tasks, duties and works in a timely, efficient manner and in accordance with any instructions or timetables received from the Head of Property Services.

19. Core working hours Monday – Friday 37.5 hours per week. Core Hours 8.00 – 4.00. Flexible hours beyond core 8.00am – 5.30pm.

20. Carry out any other tasks consistent with the nature of the post.

**PERSON SPECIFICATION**

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| Suitable qualifications and experience of grounds and property maintenance. | E |
| Experience of building positive, effective relationships with internal/external colleagues | E |
| Empathy with people experiencing homelessness and a passion to improve the lives of others and enable them to get closer reaching their potential | E |
| Ability to accurately estimate the correct amount of materials required to complete the work | E |
| Understanding of and commitment to Equality, Diversity, and Inclusion. | E |
| Experience of dealing with challenging customers | D |
| Knowledge of IT systems, particularly emailing (office 365)  | E |
| Ability to source and collect required materials from suppliers always ensuring best value for money.  | E |
| Ability to work both as part of a team and on own without supervision | E |
| An acute awareness of the budgetary requirements of a charitable organisation   | E |
| Ability to work calmly under pressure and respond to emergency situations | E |
| Ability to work flexibly and creatively | E |
| Knowledge of Health & Safety regulations  | E |
| Motivated and inspirational with a strong sense of humour | D |
| Competent in organising and planning | D |
| Full driving licence  | E |

Arc is an Investors in People Award winning charitable organisation who work to house, support, and enable homeless people to maximise their potential. We work in partnership with multiple agencies to offer supported accommodation where people can be inspired and empowered by their own strengths.

Job Type: Full-time

Salary: £25,567 per year

Schedule: Core working hours Monday – Friday 37.5 hours per week. General Core Hours 8.00 – 4.00. Flexible hours beyond core 8.00am – 5.30pm.

Use of company vehicle – Full Driving Licence essential

**Experience:**

Grounds maintenance: 2 years (preferred)