



JOB PROFILE

Post Title:	Handyman/Driver
Directorate:	Central Support Service
Responsible to:	Administration Team Leader
Responsible for:	N/A
Grade:	A

Job Purpose

To improve the lives of all within our community and help the island thrive by supporting the day to day operations of the Central Support Service various service areas, including carrying out minor maintenance jobs and undertaking driving duties when required.

Main Duties and Responsibilities

1. Responsible for carrying out minor repairs and maintenance work in the Corporate Services Directorate and Governor's Office eg repairs to chairs, door handles and locks, carpet laying, putting together flat pack office furniture, changing plugs on small electrical appliances, repairing window fittings etc
2. Responsible for cleaning and maintaining the Castle Courtyard furniture, wheelie bins, storerooms, the Castle entrance and historic Cannons (using specialist cleaning chemicals)
3. Responsible for sweeping the Castle Courtyard and removal and disposal of fallen leaves the eradication of weeds in the Castle courtyard using specialist chemicals, as well as periodic pruning of guava tree
4. Responsible for maintaining the hedge on the Terrace near the air conditioning unit serving the Governor's office and for keeping the small garden area near to the Castle garage clear of litter
5. Responsible for sweeping and removing weeds from steps adjacent to the Castle garage, using specialist chemicals as required
6. Responsible for posting Government notices on the official Castle notice board and for ensuring they are removed on expiry
7. Responsible for flying the Union Jack on the flag pole on the Castle Terrace and the St Helena flag above the Court House, periodically checking condition of both flags and replacing as and when necessary



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8. Responsible for delivering official correspondence in connection with Elections matters and for assisting the Returning Officer in the run-up to and on Polling Day with various tasks
9. Responsible for carrying out the duties of Telephonist/Receptionist in the absence of the substantive post holder as and when required
10. Responsible for shredding official classified/unclassified documents for various service areas and disposal of shredded material, as well as for ensuring the shredding equipment used is oiled and emptied as and when necessary
11. Responsible for periodic cleaning of smoke detectors at the Castle building and for ensuring the attic area is kept clean
12. Responsible for collecting stores from local suppliers and imported goods from Customs for delivery to relevant service areas
13. Assist the Information and Research Support Officer with retrieving, sorting and putting away hard cover files at the Castle and Ladder Hill storeroom
14. Assist with preparing for meetings by filling Urns, carrying cups and drinking glasses to the meeting rooms and for washing up and packing away after use
15. Assist with delivering and collecting Poppy Donation tins from various outlets across the island which contain donations in connection with the annual Poppy Appeal and Remembrance Day Service
16. Assist with preparations for national events such as the annual Service of Remembrance on Remembrance Sunday, Governors' Inauguration Ceremonies etc which may include erection of gazebos/marquees, collection and setting out of seating for the public to use etc
17. Convey material to Horse Point Landfill Site or Incinerator site for secure disposal, as well as furniture and equipment that needs to be disposed as and when necessary
18. Observe Health and Safety Procedures

Special Conditions

Need to work with hazardous chemicals

May be required to deal with awkward or irate members of the public whilst carrying out Telephonist/receptionist duties

Occasional out of hours working will be required



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This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: n/a	i
Planning & Delivery of Work: Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress	ii
Analysis and use of Information: Capable of resolving day-to-day problems with own work or refer to manager when necessary. Attentive to detail and capable of interpreting basic written information	i
Decision Making: Ability to act on own initiative and apply sound logic to simple decision making and problem solving.	i
Working with Others: Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements	ii
Communication: Good oral and written communication and ability to record factual information accurately	ii
Influencing and Persuading: n/a	i
Dealing with Change: Flexible and adaptable to change	i
Continuous Improvement: Willing to learn and develop in job role	i
Managing Resources: Works within appropriate guidelines and capable of dealing with varied situations with limited guidance	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Basic numeracy and literacy skills	E	√	
Drivers Licence Class A and C	E	√	
NVQ Level 2 in Customer Care, or equivalent qualification	D	√	
Knowledge & Experience:			
Previous experience in carrying out general maintenance tasks	E	√	
Previous experience in a customer facing role	D	√	
Knowledge in use of chemicals and pesticides	E	√	
Skills and Abilities:			
Basic analysis of information	E		√
Able to produce accurate and clear written communication	E		√
Excellent verbal communication and customer care skills and able to deal with customers from diverse backgrounds either by telephone or in person	E		√
Able to maintain confidentiality	E		√
Basic negotiating skills	E		√
Good interpersonal skills	E		√
Other:			
Willingness to work flexibly - occasional out of hours work when weeds need to be sprayed and national events are taking place	E	√	√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	√	√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	√	√



PERSON SPECIFICATION

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.