

Telecare and Maintenance Technician

About the organisation

Age UK Lincoln & South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We

encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Telecare and Maintenance Technician
Department:	Technical Services
Location:	Lincoln and South Lincolnshire
Hours of work:	21 hours per week
Contact:	Permanent
Responsible to:	Technical and Maintenance Services Coordinator
Job purpose:	To successfully deliver Home Maintenance services and personal alarms installation and servicing to enable people to remain safe and independent at home and deliver a range of Maintenance services on Age UK Lincoln & South Lincolnshire's premises.

Key Responsibilities:

- Schedule and complete installations of telecare equipment and make recommendations as required.
- Schedule and complete ongoing maintenance of telecare equipment as required.
- Provide semi-skilled home maintenance for customers as required, including an estimation of job cost and time to complete as well as carrying out the job itself – identifying where jobs are beyond the scope of the service.
- Provide semi-skilled maintenance across the organisation's properties as requested.
- Complete delivery and collection duties as requested.
- Assess customers' homes to ensure work carried out is within the scope of service and can be completed safely.
- Provide advice and support to customers on telecare equipment and home maintenance services.
- Assess customers' homes to ensure work carried out is within the scope of service and can be completed safely.
- To install energy saving equipment to ensure customer homes are efficient.

- Support the Service Coordinator to allocate work in a way that is most effective for the customer.
- Use of the organisation's CRM system (or other database as requested) to monitor jobs, hours, Key Performance Indicators (KPIs), customer care plans or other information to support the Service Manager to generate regular service reports.
- Work to targets, KPIs and deadlines as set by the Service Manager, recording both quantitative and qualitative data in a timely manner.
- Work with the Service Manager to capture case studies and customer stories that demonstrate the impact of the service provided.
- Maintain appropriate professional relationships with customers and to maintain the highest standards of client confidentiality.
- Take an active role in promoting services delivered by Age UK Lincoln & South Lincolnshire.
- Carry out site maintenance and repair as required and in line with the organisation's schedule of works.
- Upkeep and basic maintenance of organisation's vehicles as well as completing organisational paperwork when using the organisation's vehicles.
- Adhere to and follow Age UK Lincoln & South Lincolnshire policies and procedures.
- Carry out any duties deemed reasonable by your Line Manager.

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Flexibility

Flexible to work evenings and weekends when required.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory DBS certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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EXPERIENCE

Experience of practical/manual work	E	A/I
Experience of working in a fast-paced environment	E	A/I
Experience of working within a customer orientated environment	E	A/I
Experience of working in a customer facing environment	D	A/I

KNOWLEDGE

The basic principles of site management	E	A/I
The importance of Health & Safety	E	A/I
General decorating and surface repair skills	E	A/I
Evidence of knowledge within security, Health & Safety, heating systems, building construction, COSHH regulations	D	A/I
Awareness of the function of Age UK Lincoln & South Lincolnshire services and support	E	A/I
Understanding and appreciation of the needs of older people and persons at risk	E	A/I

EDUCATION & QUALIFICATIONS

Willingness to undertake First Aid training, Fire Warden training and Health & Safety training	E	A/I
Current First Aid Qualification	D	A/I

Fire Warden certificate	D	A/I
Health & Safety Officer certificate	D	
COSHH certificate	D	A/I
PAT testing certificate	D	A/I

SKILLS

Use practical skills to maintain the site and building	E	A/I
Motivate others in the team through example and enthusiasm	E	A/I
Deal with emergencies and problems in a positive and systematic manner	E	A/I
Manage a small budget for resources	E	A/I
Work alone when required, showing good self-motivation, communicate effectively (both orally and in writing) to a reasonable standard.	E	A/I
Use basic power tools and other equipment to make repairs and improvements	E	A/I
Support and advise where necessary	E	A/I
Anticipate and reduce risk where possible	E	A/I
Devise a suitable record-keeping system for monitoring expenditure and stock levels	D	A/I
Develop efficient and cost-effective ways of working	D	A/I

PERSONAL QUALITIES

Ability to work to achieve high standard of presentation and hygiene throughout the centre	E	A/I
Ability to work without supervision	E	A/I
Professional with the ability to maintain confidentiality levels at all times	E	A/I
Hard-working, honest, practical	E	A/I
Approachable, empathetic, friendly and able to get on with others	E	A/I
Willing to accept instruction and responsibility	E	A/I
Excellent organiser, proactive and a good time keeper who enjoys a challenge	E	A/I
Flexible approach, enthusiastic and practical	E	A/I
Good local knowledge of services for older people	D	A/I
Commitment to providing a person-centred service.	E	A/I

To find out more about this role please email hr@ageuklsl.org.uk or call 03455 564 144 and ask to speak to a member of the HR team.