

Role Title	Assistant Handy Person
Corporate Focus	Lochaber Care and Repair
Objectives	1. Contribute to the objectives of Lochaber Care & Repair 2. Provide a Handy Person / Small Repairs Service to older people and people with disabilities throughout Lochaber 3. Delivery of Technology Enabled Care service 4. Provide a Community Aids & Equipment service
Accountability	Lead Handyperson
Management Responsibility	None
Main Location / Base	Community Equipment Store but extensive travel required throughout Lochaber. There is no scope to work from home.
Hours of Work	35 hours per week – part-time hours and flexible working is an option.
Date Approved	September 2026

Key Responsibilities
Aids and Equipment • Be the point of contact for the service • Deliver and collect the bulk of the small aids and equipment in and around Fort William • Ensure stock levels are maintained to keep up with demand, recorded accurately, located correctly, clean and labelled. • Full responsibility for cleaning returned equipment to a high standard Wheelchair Service • Be the point of contact for the service • Meet with users to hand-over wheelchairs • Receive returned chairs - inspect, service/repair if needed and clean

Telecare

- Stock control of all Telecare

Community Equipment Store

- Make decisions around scrap management of equipment
- Ensure store cleanliness is maintained to a high standard
- Organise servicing and inspection of airflow mattress, including return of faulty mattress to Medical Physics and replacement of out-of-date mattresses
- Organise servicing for hoists, slings and other equipment routinely and on an ad hoc basis if required
- Identify suitable items of community equipment stock in response to NHSH staff queries
- Were practical – be available to help visitors to the store record the removal or return of equipment

Other Responsibilities

- To always represent Lochaber Care & Repair & Handyperson Service, and the Lochaber Group positively and effectively
- To be familiar with, observe and uphold all policies and procedures relevant to this role
- To communicate effectively with colleagues to ensure high-quality service provision and performance
- To contribute constructively and effectively to the resolution of any complaints from service users and customers
- To participate in all relevant training and development
- To monitor compliance with all relevant statutory and regulatory requirements
- To follow all reasonable instructions and undertake any other reasonable tasks that may be required

Specific Resources Associated with this role

Vehicle (possibly shared)

Mobile Phone / ICT

Protective Clothing

Key Relationships

THC & NHSH