

Job Description

Repairs and Maintenance Technician (Known as Adaptation and Repair Technician)

Reference: P009

Date: June 2026

Job Family: Property/Property Maintenance

Level: 2

Band: 5

Career Track: Technical, Professional and Supervisory

Job Purpose

This role delivers a responsive and high quality minor adaptations, repairs and handy person service to support vulnerable residents to live safely and independently in their homes. The role involves assessing needs, carrying out practical works, and resolving risks at the earliest opportunity, while working closely with service users, colleagues and partner agencies. The post holder ensures work is completed safely, efficiently and in line with relevant legislation, contributing to the Council's preventative agenda and supporting improved outcomes for residents.

Service Purpose

The Home Improvement Service supports vulnerable residents to remain independent and safe within their own homes by delivering adaptations, repairs and improvements tailored to assessed need. The service works in partnership with Adult Social Care, Health, Housing, contractors and voluntary organisations to provide timely and effective interventions. Through practical support, assessment and preventative work, the service contributes to wellbeing, reduces risk and hospital admissions, and supports delivery of statutory duties relating to housing, safeguarding and equality.

Duties and Responsibilities

Service Delivery

- Deliver minor adaptations, repairs and handy person services to required quality standards, managing work requests from allocation through to completion.
- Carry out a wide range of practical tasks including joinery, minor building works and installation of specialist equipment such as telecare and sensory devices.
- Conduct home safety checks, identify hazards and implement appropriate solutions to reduce risk for service users.
- Act as a Trusted Assessor (following training) to assess needs and identify suitable minor adaptations.

Assessment and Partnership Working

- Work with service users, families and professionals (including Occupational Therapists) to agree appropriate and proportionate solutions.

- Provide advice, information and signposting to support service users' wider needs.

Planning and Resource Management

- Plan and manage workload, travel routes and appointments to maximise efficiency and service delivery.
- Manage materials, stock, tools and equipment to ensure value for money and safe working.

Compliance, Safety and Lone Working

- Work in accordance with health and safety legislation, carrying out risk assessments and following safe systems of work.
- Work independently across the county, including lone working and travel in varied environments and weather conditions.

Data, Recording and Service Improvement

- Maintain accurate and timely records of all work undertaken, advice given and outcomes achieved using digital systems.
- Contribute to team working, knowledge sharing and continuous service improvement

Person Specification

Professional and Technical Requirements

Qualifications

- Level 3 qualification in a relevant trade (e.g. joinery, building maintenance) or equivalent experience.
- Willingness to undertake relevant training (e.g. Trusted Assessor, First Aid, Asbestos Awareness).

Knowledge, Skills and Experience

- Applied knowledge of building maintenance, minor works and housing adaptations.
- Experience of carrying out repairs and practical works in domestic properties.
- Knowledge of health and safety legislation relevant to the role, including COSHH.
- Experience of working with vulnerable people and providing practical support.
- Ability to assess risk, identify solutions and work independently in varied environments.
- Experience of using digital systems to record information accurately.
- Ability to plan workload effectively and manage competing demands.
- Demonstrates ongoing development in relevant technical or service areas
- Able to work across a wide geographical area, including lone working and travel in varied environments and weather conditions.
- Holds a full and valid UK driving licence.

Core Competency Requirements

- **Communication:** Communicates clearly and appropriately with service users, colleagues and partners.

- **Collaboration:** Works effectively with others to deliver services and achieve shared outcomes.
- **Service Delivery:** Delivers reliable, high quality services and responds effectively to service user needs.
- **Decision Making:** Applies professional judgement to assess needs and take appropriate action.
- **Digital & Data Literacy:** Uses systems to record and manage information accurately and securely.
- **Adaptability:** Responds flexibly to changing demands and service priorities.
- **Problem Solving:** Identifies issues and implements practical and proportionate solutions.
- **Community & Customer Focus:** Demonstrates empathy and focuses on improving outcomes for residents.
- **Leadership:** Takes responsibility for own work and supports team effectiveness.

Strengths

- **Practical Problem Solver:** You take a hands on approach to resolving issues and finding workable solutions.
- **Organiser:** You manage your time, workload and resources effectively across multiple jobs.
- **Adaptable:** You adjust quickly to changing situations, environments and customer needs.
- **Service Focused:** You are motivated by helping people remain safe and independent in their homes.
- **Resilient:** You remain calm and effective when working in demanding or emotionally challenging situations.

Desirable

- Experience of delivering minor adaptations or working within a home improvement service.
- Knowledge of housing adaptations, telecare or sensory equipment.
- Experience of working alongside health or social care professionals.