

MEMO

A Tenant Management Organisation

Handy Person Application Information Pack



Dear Applicant

17th June 2015

Thank you for showing an interest in our newly created Handyman position. This application pack provides you with some useful information on the background and future plans of Millbank Estates Management Organisation (MEMO)

The Millbank Estate is located close to the Tate Gallery, the Houses of Parliament and the River Thames, and is built on the site of the old Millbank Penitentiary. The Estate comprises fifteen beautiful red-brick arts and crafts mansion blocks commissioned by the London County Council (LCC) between 1897 and 1902. Owing to the importance and quality of its architecture, the Estate has been designated Grade II listed.

Today the Millbank Estate is made up of 561 individual flats, managed on behalf of Westminster City Council by the Millbank Estate Management Organisation (MEMO), a Tenant Management Organisation (TMO) run by and for the residents of the Estate.

Since the recruitment of our current Estate Director in October 2012, we have moved forward in putting our tenants and residents first. We plan major improvements to our estate. We hold regular community events, including "the Community Moat garden" Summer fun day, craft events and work in partnership on projects with the Tate Britain, Local schools and other agencies to ensure community cohesion.

The Management Committee is very active and reflects the community which it serves. MEMO is a thriving TMO. 60% - 330 - of our 561 properties are owned by leaseholders. An essential part of our business strategy relates to involvement, decision-making and good governance. Our plans also make it clear that a fundamental objective for the TMO is to improve the management of repairs and maintenance and bring about significant improvements to our blocks and the estate. We recently appointed our Technical Manager to lead the Estate Services team to deliver high performance, value for money, and excellent customer service.

Your key responsibility is to deliver an in-house maintenance and repairs service. You need to demonstrate good trade skills from different disciplines and good DIY skills, be a team player and be able to work to strict timescales and on your own initiative.

Please forward your CV (see notes on how to apply) and a one page supporting statement showing how you meet our requirements. You need to ensure your CV contains the biographical information requested.

The deadline for applicants is 5pm, Friday 3rd July 2015. Interviews are on Thursday 9th July 2015 and you will be advised on 6th July if you are invited to interview,

If you would like to discuss the post or have any questions you'd like to raise, in the first instance, please contact John Downie Technical Manager on 0207 976 5788 or email him on john@millbank-emo.co.uk

Yours sincerely

Phil Hayes
Chair of MEMO

Estate Director
Complete strategic & organisational development;
Deliver services as defined by management contract;
Review services and organisational improvement;
Lead on health and safety;
Provide monthly reports to mgt committee and CWH
Complete public relations & communication;
Manage staff and training;
Monitor budget & expenditure;
Lead on LBW liaison;
Plan Capital works revenue;
Provide governance support;
Lead on tenancy engagement

Finance Officer
6 contract
Complete TMO finance
payroll, payments,
budgets, cashflow &
banking);
Check invoices

2x Housing Assistant
Manage tenancies
Complete repairs inspection &
management;
Check communal repairs;
Promote tenant involvement;
Manage nuisance and anti social behavior;
transfers, mutual exchanges; new
tenancies, voids & lettings; Illegal parking;
Cover reception

Technical Manage
Manage repairs and maintenance
Complete repair (pre & post) inspection & management;
Raise repairs progress reporting;
Deputise for Estate Director
Manage contractors & in house staff;
Deliver service improvement
Promote tenant involvement;
Manage finance - management maintenance and estate
services budget

Handyper
Complete local maintenance
& repairs
Carry out estate cleaning
and grounds maintenance
Carry out repairs inspections

Caretaker Cleaner
Complete local
maintenance & repairs
Carry out estate
cleaning and grounds
maintenance

Residential Cleaner
Carry out estate
cleaning and grounds
maintenance

Estate Cleaner
Carry out estate
cleaning and grounds
maintenance

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Millbank Estate Management Organisation (MEMO) JOB PROFILE Handyperson

Responsible to Technical Manager

Responsible for completing repairs and planned day to day maintenance in a timely manner. Contribute to resident satisfaction, while remaining in budget

Key responsibilities

1 Completion of repairs and day to day maintenance

Provide responsive high quality value for money repairs service in accordance with specifications

Complete repairs and day to day maintenance service in cost effective manner.

This includes

- Painting and Decorating- which will be pre-planned, responsible for all preparation, making good, organisation of materials and access equipment
- Basic plumbing- (i.e. unblocking, sinks, traps, waste pipes)
- Basic electrical- (i.e., cleaning light fittings, replace where necessary minor parts such as tubes, bulbs, fuses, starters and diffusers)
- Carpentry/Woodwork- Will need to display a good understanding of basic carpentry (i.e. hanging doors, building shelves, building furniture etc)
- Tiling

Carry out tasks such as moving furniture and equipment relocation

Differentiate between minor repairs and when specialist skills are required

Ensure safe use of equipment and comply with health and safety standards

Carry out pre and post inspections of repairs & maintenance carried out by 3rd parties

2 Team work

Be organised to prioritise workload and work with minimal supervision

Carry out gardening maintenance, including leaf sweeping and snow clearance/gritting

Be responsive to residents and report housing issues to Housing team

Take details of repair requests and triage for in house completion or third party specialists

3 Contribute to MEMO development

Promote resident participation and involvement

Report unsocial behaviour

Assist in Compilation of Estate office reports

Assist in respond to complaints and feedback lessons learnt for service improvement



4 Financial

Keep within maintenance budget and estate services budget

Personnel specification

1. Skills knowledge and experience

Previous building maintenance and gardening experience

Possess good trade skills (plumbing, carpentry, plastering, tiling, painting and decorating) and good DIY skills

IT skills to use excel and word, emails

Direct experience of working with customers in a customer focused environment to improve service quality.

Understanding of the importance of health and safety compliance.

Ability to communicate at all levels with a diverse community

Ability to work on own initiative with minimal supervision

Be flexible in contributing to Estate services team

2. Qualifications

Good DIY skills in Building Maintenance / Plumbing/ Carpentry / Plastering / Tiling /Painting and decorating

3

Selection process

You'll be asked to carry out a short practical test as part of the selection process.



How to apply for the Handyman role

1 Please provide your updated CV, which should include the following:

- Your name, address, telephone number/s (include mobile), email address
- Your educational qualifications above GCSE or “O” level, showing year and where these were obtained
- Your employment history for the last 10 years (employer, job title, key responsibilities and salary)
- Contact details of two referees – one of whom should be your current employer (showing name, address, telephone, email address and relationship to you).
(Please note: We will not contact your current employer until a conditional offer of employment is made to you).

2 Please state, on not more than one side of A4, how you meet the requirements of the personnel specification

3 Please complete the following declarations as part of your application:

3A	Have you ever been convicted of a criminal offence or have criminal charges currently outstanding? (This post is exempt from the Rehabilitation of Offenders Act 1974) If your answer to the above statement is yes, please provide information, on a separate sheet, giving details of convictions or charges outstanding of all offences (or alleged offences) including driving offences).	Yes
		No
3B	Do you consider you have a disability? If yes, please tell us about any adjustments we may need to make to assist you at interview.	Yes
		No
3C	Do you have a current full driving licence? If your license is not clean, please detail any points and their expiry	Yes
		No
3D	Are you known or related to a member of the MEMO Management Committee or a current employee of MEMO? If yes, please give details	Yes
		No
3E	Right to Work in UK Under the Terms of the UK Borders Act 2007 MEMO can only employ people who	Yes



<p>are entitled to work in the UK. In observing this Act, MEMO, will need to see documentation which confirms this entitlement before employment starts. It would also be helpful if you confirm entitlement at this stage</p> <p>I confirm that I entitled to work in the UK</p>	<p>No</p>
<p>3 Declaration</p> <p>I confirm that to the best of my knowledge the information which I have provided is correct. I understand that in the event of my being offered employment with MEMO, any proven falsification, or concealment of any material fact in respect of my application may lead to MEMO withdrawing the offer of employment if employment has not yet commenced or disciplinary action and dismissal if employment has commenced.</p> <p>By signing and returning this application form, I consent to MEMO using and keeping information about myself, provided by myself – or third parties such as referees – relating to my application or future employment. This information will be used solely in the recruitment process and will be retained for twelve months from the date on which I am informed whether I have been invited to interview, or twelve months from the date of interview. Such information may include details relating to ethnic monitoring and disability: these will be used solely for internal monitoring and will not be disclosed to any third party.</p>	
<p>Name</p>	
<p>Date</p>	
<p>Signature</p>	

Please return this form, your CV and supporting statement to john@millbank-emo.co.uk by 5pm on Friday 3rd July. Please note that applications received after this time will not be considered.

A signed copy of this form should be brought with you if you are invited for interview.



Equalities Monitoring Form

Application for post of Handyperson (please complete) :

This information is retained separately from your application and is used for monitoring purposes only.

Please put an x in the category which accurately reflects you.

1. Gender

Male Female

2. Ethnicity

Please put an x in the appropriate box

White :

British Irish Any other White background

Mixed

White and Black African White and Caribbean White and Asian Any other Mixed background

Asian or Asian British

Indian Pakistani Bangladeshi Any other Asian background

Black or Black British

Caribbean African Any other Black background

Chinese or Other ethnic group

Chinese Any other ethnic group

3. Disability

I consider that I have a disability as defined by the Disability Discrimination Act 2003

Yes

No

4. Age

Please put an x in the appropriate box relating to your age:

U 19	20-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61+
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