

Role Profile

Painter and Decorator

Base Location: Site Based
Responsible to: Assistant Manager
Responsible for: N/A

Purpose of the Post

To provide painting and decorating works for the Group to a high and consistent standard

Core Responsibilities

- To undertake full painting and decorating services, preparing all surfaces and applying suitable paints or finishes, internally and externally
- To work closely with other trades to provide outstanding void turn round times and deliver excellent customer service
- To identify and rectify defects in paintwork
- To burn off old paintwork from timber, window, doors, fascia and soffits
- To paint and/or prepare new timber, prior to going to site
- To stain external hardwood doors and windows
- To treat mould and condensation problems
- To clean, treat and paint metal finishes, including doors, railings
- To carry out minor remedial works and “making good” schedules to support decoration and finishes
- To apply preservative to external timbers (fencing and gates)
- To undertake small repairs and allied trade works in properties to achieve maximum value
- To carry out maintenance work within domestic and commercial premises
- To carry out routine safety checks of plant and equipment
- To drive and be responsible for a company vehicle in accordance with the Group’s regulations/instructions, including conducting weekly vehicle checks.
- To assess, plan and request parts and materials required to carry out the work
- To liaise with client/customers when arranging and carrying out work, having full regard to their needs and acting in a professional manner at all times
- To work from written and verbal instructions, including drawings, diagrams, sketches, calculations using measuring equipment
- To report any faulty appliances, installations or equipment which do not comply with the current safety regulations
- To operate all machinery and equipment in a safe and correct manner using all safety devices as described in risk assessments and working practices
- To look after tools, materials and equipment guarding against loss or theft and making them available for use
- To supervise and control apprentices, educating them to the standards expected by the maintenance department, ensuring they work in a safe and efficient manner
- To check satisfaction levels and obtain customers’ signatures on all completed work
- To report findings of asbestos through the Group’s asbestos procedure

- To assist in planning and organising workloads to ensure effective use of time
- To record and document work activities accurately and daily
- To ensure personal protective equipment is worn and used appropriately
- To ensure properties are left in a clean and safe manner on completion of work
- To maintain a tidy appearance with clean and functional uniform, ensuring identification badge is worn and visible at all times when on site and dealing with customers
- On a rota basis, to perform emergency out of hours call out service for the Group's stock

Core Tasks

- To follow corporate and operational plans
- To work within department policies, procedures and service level agreements
- To effectively manage workload and update the line manager on progress
- To embrace opportunities for personal learning and development
- To work within the framework and guidelines set for risk management and operational plans.
- To provide cover for colleagues
- To communicate clearly and effectively with internal and external partners
- To comply within the regulatory frameworks with your area of work
- To use business systems appropriately

Value for Money

- To help identify and deliver efficiencies and deliver an excellent service that provides value for money.
- To work proactively with colleagues to deliver excellent service and value for money

Compliance

- To maintain high standards of practice and promote Equal Opportunities and Diversity.
- To comply with the Group's Health and Safety policy and legislation.
- To comply with Data Protection and Confidentiality policy and procedures.
- To ensure compliance with financial standing orders and delegated authority limits.
- To adhere to the Group's policies, procedures, workflows, flowcharts, guidance notes and working practices.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required

- Any other reasonable duty as may be required.

Person Specification – Painter and Decorator			
A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
Appropriate Professional Qualification			
City and Guilds Craft or minimum NVQ level 2 in an appropriate craft based trade or substantial relevant experience		E	A
Experience and Track Record			
Experience of working as part of a multidiscipline team		E	A/I
Experience of working collaboratively in a busy team environment.		E	A/I
Experience of delivering quality work on time.		E	A/I
Knowledge and Skills			
Managing and prioritising a demanding workload.		E	A/I
A friendly and professional manner		E	A/I
Customer focused and a desire to provide a high quality service		E	I
Services to a high standard		E	I
An ability to work under pressure		E	I
Self motivated		E	I
Ability to use The Group personal digital assistant systems and their application in delivering appropriate job information		D	I
WOW Customer Service Standards			
Demonstrate effective communication skills with a range of people ensuring delivery is professional.		E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.		E	A/I
Show respect to all internal and external stakeholders.		E	A/I
Take accountability to serve the customer in the required service level agreement.		E	A/I
Demonstrate understanding and empathy with the needs across diverse groups and individuals.		E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.		E	A/I
Personal Characteristics			
Positive and enthusiastic		E	I
Ability to deal with challenging situations		E	I
Commitment to Equality of Opportunity and Diversity		E	I
Ability to relate to other members of staff, customers and external partners for all aspects of the Group's work Understanding and empathy with the needs of diverse groups and individuals		E	I

Has effective communication skills with a range of people and organisations	E	I
Has an excellent customer focus, that takes into account the diverse needs of customers	E	I
Contributes to and support team working across an organisation	E	I
Willingness to work after hours as required	E	I
Driving Licence	E	A