

Plastering Repairs Technician (Non Urgent)

Job Description

Our Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

Our values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED JOB DESCRIPTION

Post: Plastering Repairs Technician (Non Urgent)

Direct Reports: None

Regular Contacts: Tenants, Property Services Colleagues

Responsible to: Senior Technician Reactive Repairs

Job purpose:

Applies coats of plaster / render to interior and exterior walls, ceilings, and partitions of buildings, to produce finished surface, according to scope of works, or verbal instructions, using hand tools and portable power tools: Directs workers to mix plaster to desired consistency and to erect tower scaffolds.

To complete day to day Plastering work, unsupervised and in accordance with all Paradigm's policies and procedures.

Key Accountabilities:

- Carry out all Plastering maintenance works within your designated trades unsupervised, to a high standard and aligned to approved codes of practice and regulations ensuring a first time fix wherever possible and within the target response times.
- Complete all necessary documentation, accurately, in a timely manner and in accordance with Paradigm's procedures.
- Carry out works in a courteous and professional manner, aligned to customer care standards ensuring that the reputation and standing of Paradigm is positively promoted in all dealings.
- Comply with all relevant health and safety legislation and procedures, including task specific risk assessments and method statements, in the carrying out of maintenance work, reporting any potentially unsafe working methods, installations or equipment to management as appropriate.
- Communicate effectively and work productively with tenants and staff demonstrating a duty of care and reporting any issues immediately.
- Materials and equipment should be used to effectively and safely complete all works, minimising waste and surplus materials wherever possible and ensuring van stock levels are maintained.
- The post holder will be required to comply with all procedures relating to assets of the business to include commercial vehicle regulations, telecommunications devices, uniform, PPE and identification badges.
- The post holder may need to train/supervise or mentor any apprentices, service technicians or other members of staff on request.
- Applying and finishing acoustic, insulating and fireproofing materials bonded with plaster, plastic cement and similar materials
- Preparing corner beads and securing them in position
- Determining plasterboard layout, and installing insulation and vapour barriers
- Levelling and straightening corners, angles and wall and ceiling surfaces
- Creating decorative textures in finishing coats
- Measuring, marking and cutting plasterboard, lifting and positioning panels, and securing them to walls, ceilings and battens

- Covering joins and nail holes with wet plaster and sealing compounds, and smoothing them using wet brushes and sandpaper
- Mixing and applying coats of plaster, cement and render to structures using trowels, and levelling and smoothing coats to uniform thickness
- Ability to carry out additional minor day to day maintenance work in addition to plastering.

Level of authority:

- Expected to work on own and with team members, identifying solutions and recognising when management involvement is necessary.
- Coach and guide members of the team who are apprentices or developing
- Authority to purchase materials where required to complete works and return all necessary documentation, accurately, in a timely manner and in accordance with Paradigm's procedures.
- Adherence to company health and safety procedures

Required outcomes of the post:

Success in this post will be measured by:-

- Carrying out maintenance works to the required and expected standards of your trade(s), completing the designated number of jobs per day / 1st time fix is achieved wherever possible / Recall rates are kept low
- Paradigm's homes are maintained to the highest possible standards and all statutory and regulatory requirements are met.
- Customer care standards are met.

Person specification:

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Relevant City & Guilds or NVQ or relevant experience in multiple trades (E)
- Significant experience in maintenance and repairs work specific to trades (E)
- A sound knowledge of relevant legislation and/or Codes of Practice i.e. construction, building regulations and health and safety (E)
- A reasonable level of literacy and numeracy to enable associated works to be completed (E)
- Full valid driving licence. (E)
- Able to work on own initiative (E)

- Ability to carry out additional minor day to day maintenance work in addition to plastering (E)
- Willing and able to work as part of a team, flexibly and independently (E)
- Able to communicate clearly and effectively (E)
- Able to demonstrate an understanding of, and commitment to excellent standards in customer service. (E)
- An ability to manage your time and prioritise accordingly and meet tight deadlines (E)
- To be part of the 'On Call' team to cover the out of hours work when required (E)
- Documenting and reporting on condition of plastered surfaces (E)
- Determining job requirements and planning/configuring materials (E)
- Installations, repairing and replacing plaster using a variety of industry standard materials (E)
- Day to day associated tasks (E)
- Help to identify hazards, defects and the need for adjustment or repair; to ensure compliance with agreed codes, law, working practices and health and safety (E)
- Carry out planned tasks in accordance with contract/agreed requirements
- Carry out tasks within agreed time limits (E)
- Ensure compliance to agreed codes, legislation, and procedures including health and safety (E)
- Maintain accurate records/documentation associated with your work (E)
- Report to Line Manager (E)
- Immediately report problems/failures that may impact on the organisation and/or its clients/customers to Line Manager (E)
- Meet your targets and contribute to those of the team as a whole (E)
- Contribute towards the smooth running of the team (E)
- Adhere to all organisation policies and procedures (E)

Signed.....

Name.....

Date.....