

Reactive Painter, Decorator and Support Technician

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.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 16,500 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

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:	Reactive Painter & Decorator and Support Technician
Direct Reports:	None
Regular Contacts:	Tenants, Property Services Colleagues
Responsible to:	Operations Manager
Job purpose:	To undertake Reactive Decorations to internal and external Paradigm Assets and additional minor day to day maintenance work ensuring works are carried out efficiently and in line with Paradigm's standards.

Key Accountabilities:

- To carry out internal and external painting and decorating requirements as instructed.
- To carry out preparation works to walls to make good ready for decoration.
- Possess an understanding of mixing and applying coats of plaster, cement and render to structures using trowels, and levelling and smoothing coats to uniform thickness
- Show a competent ability with plasterboard layout and installing. Measuring, marking and cutting plasterboard, lifting and positioning panels, and securing them to walls, ceilings and battens
- Possess an understanding of minor carpentry and plumbing to pick up small repairs.
- Ability to carry out additional minor day to day maintenance work in addition to decorating
- Minor repairs to surfaces and structures prior to decorating/painting. To use all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Erecting of access equipment as required, with appropriate training and competency. Erection of all necessary access plant and temporary screening as and when required to protect the environment and people, all in accordance with current Health & Safety guidance.
- Use all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Monitor decorating material stock and request new stock as required.

- To undertake work in relation to all aspects of painting/decorating as required
- To liaise effectively with all colleagues within the group and third party service providers and adding value to the service experience.
- To optimise the use of communication channels covering telephony, e-mail and other IT systems.
- Comply with all relevant health and safety legislation and procedures, including task specific risk assessments and method statements, reporting any potentially unsafe working methods, installations or equipment to management as appropriate.
- Demonstrate continuous improvement and value for money ideas, identifying any efficiency opportunities to influence a reduction in repairs costs.

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)

- Must hold a recognised qualification (NVQ/BTEC) or have a minimum of 5 years checkable experience in Painting. E
- Possess an understanding of minor carpentry and plumbing to pick up small repairs. E
- A good understanding of internal and external customers. P

- Previous experience of delivering a high standard of customer focused service. E
- Demonstrate the ability to take ownership of issues/problems and personally resolve them. E
- Be physically fit, and able to use ladders and scaffolding. E
- Is able to critique processes/procedures and can implement improvements that have a business benefit E
- General understanding of all trade works E
- Health & Safety awareness including relevant H&S legislations E
- Have health and safety training to the required CITB industry standard. P
- Excellent communication skills including e-mails & verbal communication E
- Computer literate P
- Adaptable and flexible E
- Personal Integrity E
- Team Player E
- Excellent Time Management skills E
- Full valid driving licence. (E)
- Able to work on own initiative (E)