

Role Profile – The What, The Where, The How

POSITION	Painting and Repairs Operative	REF	SERV46
TEAM	Painting and Repairs	LOCATION	On Site
VERSION	3	LAST UPDATED	August 2026

THE PURPOSE OF THIS ROLE IS TO

Responsible for carrying out painting, decorating, and general property repair works across housing properties to maintain homes to a safe, functional, and high-quality standard. The role delivers repairs and refurbishment works, ensuring all tasks are completed efficiently, safely, and in line with organisational standards, while providing excellent customer service to residents.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Carrying out painting and decorating works, including preparation, priming, finishing and making good surfaces
2. Undertaking associated repairs (e.g., patch plastering, minor carpentry and general maintenance) to support works
3. Diagnosing defects and completing repairs efficiently, ensuring a right first-time approach wherever possible
4. Maintaining high standards of workmanship, leaving properties clean, safe and tidy for customers
5. Carrying out planned, preventative and responsive repairs and maintenance works to residential properties and communal areas.
6. Completing a range of multi-skilled maintenance tasks to a high standard, ensuring properties are safe, secure and fit for purpose.
7. Diagnosing faults and undertaking repairs efficiently, minimising disruption to residents.
8. Ensuring all work is completed in accordance with job specifications, quality standards and agreed timescales.
9. Compling with all health and safety legislation, policies, risk assessments and safe systems of work.
10. Using tools, plant, materials and equipment safely and responsibly.
11. Maintaining accurate records of work undertaken, materials used and time spent through relevant systems and documentation.
12. Providing excellent customer service, communicating effectively with residents and colleagues.
13. Identifying and reporting additional repairs, defects, safeguarding concerns or health & safety risks.
14. Ensuring vehicles are maintained in a clean, safe and roadworthy condition, reporting defects promptly.
15. Supporting the achievement of service performance targets and operational objectives.
16. Working collaboratively with supervisors, schedulers and other trades to deliver an efficient repairs and maintenance service.

17. Ensure compliance with relevant regulations, policies and quality standards.
18. Participate in training and development activities to maintain and enhance skills and competencies.
19. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Holds a CSCS card – it's required to obtain one if you don't hold one currently
- Has experience of working with the public and general knowledge of building; and use of trade plant and equipment and experience of working at height
- Has customer awareness
- Is able to achieve work within specified timeframes and to a consistently high standard
- Is IT literate
- Is a good communicator who is customer aware, flexible, motivated and able to work in a team or, with initiative, by themselves
- Has a clean and tidy work ethic
- Has a full driving licence and a satisfactory basic DBS check.

Some experience in the following would be an advantage:

- Health and safety training and/or a first aid qualification, and manual handling training
- Being trade qualified or certified, or having specific related experience
- Local housing knowledge
- Competence in task-specific risk assessments and method statements
- Asbestos awareness.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Painting and Repairs Supervisor

CONTACTS

Internal

- Directors, Managers and Supervisors of Coastline Services
- Administrative and finance support staff as required
- Coastline Customer Service Staff
- Staff within other departments

External

- Customers and potential clients of Coastline
- Local Authorities, construction companies, service providers, housing associations etc.