

Role Profile – The What, The Where, The How

POSITION	Painting & Repairs Supervisor	REF	SERV55
TEAM	Painting and Repairs	LOCATION	Coastline House
VERSION	1.0	LAST UPDATED	March 2026

ROLE PURPOSE

To be responsible for, lead and work as part of an in-house painting team, delivering high-quality painting and maintenance services across our housing stock. The role combines hands-on painting to a high professional standard with team supervision, quality assurance, and programme management responsibilities ensuring safe, efficient, customer-focused work

Specific Accountabilities – The Brass Tacks

1. Carry out painting and decorating tasks to a consistently high standard, ensuring all finishes meet organisational quality expectations. You will also supervise, motivate, and support the painting team in their roles, providing day-to-day guidance, resolving issues, and fostering a positive, productive working environment.
2. Plan, allocate, and monitor daily and weekly workloads, ensuring resources are used efficiently and work is prioritised appropriately. Monitor external contractors (e.g., scaffolders), tool hire, liaising with external organisations as needed, to support programme delivery.
3. Manage and monitor the programme of works, ensuring jobs are completed within agreed timescales, budgets, and compliance requirements. You will be responsible for management responsibilities onsite as per the CDM regulations, delivering site inductions, covering site-specific hazards, control measures, RAMS, site rules and emergency procedures.
4. Ensure compliance with health and safety policies, conducting toolbox talks, risk assessments, and promoting safe working practices, ensuring Coastline policy and H&S legislation is adhered to at all times. You will conduct quality control checks, ensuring workmanship meets specification, safety standards, and customer satisfaction targets.
5. Coordinate materials, equipment, and stock requirements, ensuring teams have the right resources available to complete tasks efficiently. Coordinate the team working arrangements, tools ordered, hired or off-hired and liaise between subcontractors, operatives and the organisation, to ensure the highest standards are achieved, measured and maintained.
6. Liaising with tenants, colleagues, contractors, and internal stakeholders, providing clear communication, updates, and resolving issues promptly.
7. Support training, mentoring, and development of painting operatives, including apprentices, to build and maintain a skilled and high-performing Painting Maintenance team.
8. Maintain accurate records and documentation, including progress updates, completion reports, quality checks, and workforce data. Paperwork includes return to works following team absences, performance reviews (continuous conversations) and other people-related documented as needed.

9. Supporting your line manager and other Contract Managers in the Senior Services Management Team, reporting on monthly completed works, providing detailed information and photographs to assist with evaluation of works, and accurate pricing and planning of jobs.
10. Carry out additional duties flexibly and as reasonably required, consistent with the level and responsibilities of this post as needed to support the changing needs and growth of the organisation.

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

While we are seeking the right person for the role, there are some **mandatory skills** and requirements we also need the successful postholder to possess:

- CSCS card (required on appointment, or prepared to obtain in role if not already held)
- SMSTS Qualification
- A sound knowledge of legal requirements, health and safety regulations and when undertaking repair works to residential buildings
- Demonstrable experience in building maintenance, diagnosing and specifying remedial repair work in residential buildings.
- Has a full driving licence and a satisfactory basic DBS check;

Some experience in the following would be **an advantage**:

- H&S environmental qualification;
- Construction or maintenance related NVQ Level 2.

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 Contracts Manager

Responsibility for site operatives and contractors

CONTACTS

Internal

- Directors and Managers of Coastline
- Supervisors of Coastline
- Administrative and finance support staff as required
- Coastline maintenance and customer service staff

External

- Customers and potential clients of Coastline
- Third party approved subcontractors
- Local Authorities, construction companies, service providers, housing associations, etc



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