

Role Profile – The What, The Where, The How

POSITION	Painting & Repairs Supervisor	REF	SERV47
TEAM	Painting & Repairs	LOCATION	Coastline House / On Site
VERSION	3	LAST UPDATED	August 2026

THE PURPOSE OF THIS ROLE IS TO

Responsible for supervising the delivery of painting, decorating, and property repair works across housing properties, ensuring work is completed safely, efficiently, and to a high standard. The role manages operatives and contractors, monitors quality and performance, ensures compliance with health and safety requirements, and supports the delivery of excellent customer service to residents while maintaining property standards and achieving service targets.

Specific Accountabilities – The Brass Tacks

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

1. Ensure that all works are carried out in a safe manner, adhering to all the latest Health & Safety regulations and company policy.
2. Ensure that all the company rules are adhered to.
3. Train and instruct other members of staff by passing along knowledge and skills to assist in their development.
4. Work in conjunction with the Contracts Manager to implement the training plan and identify future training needs.
5. Carry out toolbox talks in line with our modular training plan and ensure training records are returned to the office.
6. Ensure that contracts are resourced correctly and that all labour materials, plant and tools are available or on order, hired and off-hired as required.
7. Monitor the day-to-day workload, liaising regularly with subcontractors and site operatives to ensure the work is delivered on time to company standards.
8. Keep the rest of the management team informed of progress, issues and problems.
9. Manage site staff holiday allocation in conjunction with the Contracts Manager.
10. Supervision of all site staff, being the first point of contact for all their welfare needs and disciplinary issues.
11. Ensure that all site paperwork is completed correctly and returned to the office.
12. Work in conjunction with the Contracts Manager to measure and survey potential and future works and provide adequate information and photographs to ensure jobs can be priced.
13. Ensure subcontractors are working in a safe manner, adhering to the latest Health & Safety regulations and company policy.

14. Ensure in all areas of responsibility that the company operates professionally, safely and effectively.
- 15.. 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
 - CSCS Card (Required to obtain once in role if not already held).
 - SMSTS / SSSTS qualification
 - A sound knowledge of the legal requirements and health and safety requirements when undertaking repair works to residential buildings
 - Proven experience and sound track record in building maintenance, diagnosing and specifying remedial repair works in residential buildings
 - Understanding customer needs and translating these into appropriate service and performance
 - Demonstrates the ability to effectively plan, coordinate and monitor maintenance activities to ensure quality, safety and value for money.
 - Possesses strong communication and organisational skills, with the ability to build positive working relationships with customers, colleagues, contractors and stakeholders.
 - Has a full driving licence and a satisfactory basic DBS check;
- Some experience in the following would be an advantage:**
- Health, Safety and environmental qualification
 - Construction or maintenance-related NVQ level 2
 - Local geographical knowledge
 - Ability to produce specific risk assessments and method statements

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 Contracts Manager
- Responsible for Painting and Repairs Deputy Supervisors and Operatives

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.