

<b>Job title:</b>	<b>Decorator</b>
<b>Directorate:</b>	<b>Commercial Services</b>
<b>Date written:</b>	<b>May 2015</b>
<b>Notice period:</b>	<b>One Month</b>
<b>Job grade:</b>	<b>n/a</b>
<b>Job code:</b>	<b>6003</b>

### Purpose of job

To deliver an efficient, compliant, and consistently high standard of Decoration and Tiling works to Abri properties, ensuring that customer satisfaction is at the heart of every job you complete.

### Key duties and responsibilities

- Carry out decoration & tiling works to Abri properties, in an efficient and effective manner, ensuring all work is planned, and completed to the satisfaction of our customers using the correct products and following the specification when provided.
- Wash down and effectively treat mould & damp in accordance with manufacturers guidelines within the properties. To wash down the externals of the property to include windows, doors, soffits, facias etc.
- Carry out minor repairs to walls to allow tiling to proceed, when on external decoration carry out minor repairs to timber framed window, doors, & porches as well as guttering, soffits, & facias .
- Manage individual workloads, attend appointments within given timeslots, and complete works according to the given priority or confirmed appointments made with our customers, maintaining good communication with the scheduling team to ensure excellent customer satisfaction. Informing the line manager of any significant delays in the progress of works.
- Consistently ensure that all works comply with relevant health and safety legislation, policies, and procedures in the performance of the duties of the post. Including understanding of risk assessments, and method statements which will include COSHH, appropriate use of equipment, PPE, and safe working practices.
- Ensure all work is completed in the most cost-effective manner, identify and pre-order materials from designated suppliers when necessary, ensuring the customer is advised of the order progress.
- Work as part of a multi-disciplinary team where appropriate providing support when needed in the interests of effective and efficient services.
- Provide a high-quality service to Abri customers and maintain a good customer relationship, acting as ambassadors for Abri demonstrating Abri values at all times.

- Be competent to use a Smart phone and Tablet device to accurately record progress and completion of jobs, timesheets, material use in accordance with Abri systems, policies, and procedures
- Attend meetings as required and take an active role in developing your professional growth and personal development. Attending training as required.
- To carry out other reasonable duties and responsibilities within the overall function commensurate with the grading and level of responsibilities of the post.

### **Knowledge, skills and experience required**

- Minimum City & Guilds qualification in Tiling and or Painting & Decorating up to advanced craft level, time served experience in tiling and painting & decorating, or NVQ level 2 qualification in Tiling or Painting & Decorating
- Experience of carrying out tiling and decoration work in a similar role within a housing organisation or in-house contractor.
- Knowledge and understanding of the range of policy, practical, and technical issues relevant to the provision of carrying out repairs, tiling and redecorations.
- Experience of working as part of a trade team delivering to tight timescales
- Excellent customer service skills
- Full driving licence
- Demonstrates our Values and Behaviours.