



JOB DESCRIPTION

Job Title: FM Maintenance Operative (Decorator)

Responsible to: Head of Facilities

Responsible for: To provide a range of decorating services which ensure a quality and timely response to day-to-day decorating requirements across a number of the company's portfolio of properties

SUMMARY OF MAIN RESPONSABILITIES

- To perform a range of decorating tasks, including general DIY, to ensure a safe and homely environment.
- To undertake short notice re-decorations following maintenance repairs, reallocation of bedrooms etc. to include preparation, painting of all surfaces including woodwork and any general repairs.
- To undertake planned routine re-decorations according to a pre-arranged schedule to include repainting of doors, handrails, skirting's, ceilings, corridors and main circulation rooms.
- To use methods of working that at all times ensure that the welfare of the residents is given due consideration and that any disruption to the day-to-day running of the Home is minimal.
- To undertake specific project work within the existing skills and equipment pool as agreed with the facilities help desk.
- To undertake any specialised technical work for which the post-holder is suitably qualified e.g. plastering, tiling etc.
- To provide and maintain both programmed and reactive visits to the relevant group of properties.
- The role requires the employee to utilise their own vehicle for travel to and from Homes, mileage at the company rate will be paid.
- To complete and return administrative work e.g. mileage logs, expenditure logs, and timesheets as requested by Facilities department.
- To undertake any other duties, depending on skills or competency, to enable the efficient running of the Company's properties, as agreed with, or requested by, the facilities help desk team or the head of Facilities



Other Features of the Post

- The post holder may be required to undertake evening and/or weekend duties as part of their normal working hours, where required in support of the Quantum Care Facility objectives.
- The post holder may be required to work at any other site as necessary as directed by line manager.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Head of Facilities Management.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity, and Health & Safety.
- This job description may be altered at any time in the future in line with the level of this post to meet changing business requirements, but only in full consultation with the post holder.
- This job profile is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review process.

PERSON SPECIFICATION

EXPERIENCE	Essential- (E) Desirable – (D)
Proven experience of working in a comparable facilities and field based role in a busy facilities environment	E
Proven sufficient experience in dealing with contractors and suppliers in accordance with service standards and agreements	E
Understanding of compliance and working with service level agreements	E
Proven sufficient experience of delivering excellent customer care and services in a large organisation	E
Understanding of Health & Safety compliance and working with Service level agreements and Key Performance Indicators	E
Experience of complaint handling and follow up procedures.	D
Enthusiasm and commitment to learn and get involved in Quantum and Departmental activities	E
SKILLS & KNOWLEDGE	
The ability to deal tactfully, calmly and effectively with a wide range of people from within and outside of the organisation	E
Strong and confident command of written and verbal communications	E
Excellent attention to detail and ability to follow department procedures	E
Effective team skills with the ability to integrate with maintenance operatives and assist office staff with the collation of completion of jobs and related paperwork	E
The ability to prioritise workload and to work under pressure with a high level of organisational proficiency and initiative	E
Basic Computer skills	E
Capable of working with minimum supervision, work on own initiative and able to provide solutions to unique problems related to the job	E
Excellent Telephone manner, common sense and the ability to communicate effectively at all levels	E
Excellent numeracy skills and an ability to process numerical aspects of the administration accurately and efficiently	E

PERSONAL SKILLS	
The ability to maintain a good relationship with team members at all levels by behaving with integrity, treating people with respect and leading by example	E
Demonstrates a professional approach which generates credibility and confidence	E
Commitment to safeguarding and promoting the welfare of people and vulnerable adults	E
Understanding of and commitment to Equality and Diversity	E
Flexibility to be able to work occasional weekends and to be part of a call out rota.	E
Commitment to undertake the Quantum Care Induction Programme upon commencement of employment	E
Adherence and support of Quantum Care policies and procedures including health and safety	E
QUALIFICATIONS	
Minimum requirement of relevant qualifications in at least one of: Painting / Decorating / Property maintenance	E
Level 2 English and Level 2 Maths or equivalent	E
A current UK driving license is essential	E
Relevant Facilities or Building Services Qualifications or Training	E