



DECORATOR / GENERAL HANDYPERSON JOB DESCRIPTION

Accountable to: Head of Property Services

Job Purpose

As part of the Property Team, to contribute to embedding Arc's core values into everything we do.

Working within the framework of Arc's strategic objectives, to assist in the enabling, and provision of a safe, clean, comfortable environment for clients, staff, and visitors.

To ensure that client, staff, and visitor safety and wellbeing is paramount, and respect their privacy and confidentiality.

To work with the Property Team and develop and maintain positive working relationships with all clients, Arc staff and external third parties.

To assist in delivering complete compliance in relation to regulatory requirements.

Key Responsibilities:

The range of responsibilities is diverse and flexible to meet the needs of our clients and to deliver the best, most effective and efficient services. They may include any of the following:

Operational

1. To carry out both cyclical and reactive decoration, to ensure all accommodation and communal areas are always to a high standard.
2. To occasionally undertake small repairs as required across Arc's property stock.
3. To use Arc's IT systems including Office 365 and the Inform housing software.
4. To work on refurbishment projects with other team members and liaise with suppliers and outside contractors as required.
5. To carry out work on void rooms, including decorating and some small general repairs.
6. To accurately calculate, without waste, the quantities of materials required, source and collect them from suppliers.
7. Take responsibility for purchasing materials for reactive decoration and projects ensuring good value for money at all times.
8. Request assistance when necessary to convey, move and carry heavier items of furniture (sofa's etc) and white goods. (Postholder must not attempt to carry out tasks requiring the lifting of heavy loads without an appropriate risk assessment being carried out.)
9. To occasionally assist with the disposal of any waste materials not suitable for collection by our normal waste carrier.
10. Wear, and keep in a clean and tidy condition, any appropriate work clothing that may be supplied by Arc.
11. To occasionally assist with necessary collections and deliveries on behalf of the Association, including donations and Gifts in Kind from members of the public and external organisations.
12. To carry and operate any Lone Worker safety device provided by Arc in the employee's interest.

Accommodation

13. Ensure that clients can actively participate in choices regarding colour schemes, furnishings, and design to their accommodation.

14. Ensure all properties are maintained to the highest possible standards, in accordance with the Decent Homes Standards.
15. Help to maintain complete compliance across all regulatory standards including Fire, Gas, Electrical, Water Hygiene, Asbestos and Security.
16. Help prepare accommodation for new clients in accordance with the Void Policy and report to the Housing Support team.
17. Schedule work accordingly to ensure target completion times are met.
18. Work with Support staff to ensure any arrange appointments are kept.
19. Maintain appropriate records, share relevant information using designated systems, following Arc policies, procedures, and regulatory and legislative requirements.

Third Parties

20. Build strong relationships with suppliers to achieve best value for money.
21. Maintain positive relationships with neighbours.

General

22. Carry out all tasks, duties and works in a safe, methodical manner, including the use of any PPE that may be required or issued, and in accordance with the Arc Employee Safety Handbook, and any statutory or safety legislation.
23. Carry out all tasks, duties and works in a timely, efficient manner and in accordance with any instructions or timetables received from the Head of Property Services.
24. Core working hours Monday – Friday 37.5 hours per week. Core Hours 8.00 – 4.00. Flexible hours beyond core 8.00am – 5.30pm.
25. Carry out any other tasks consistent with the nature of the post.

PERSON SPECIFICATION

Suitable qualifications and experience within the decorating/building industry and/or property maintenance.	E
Experience of building positive, effective relationships with internal/external colleagues	E
Empathy with people experiencing homelessness and a passion to improve the lives of others and enable them to get closer reaching their potential	E
Ability to accurately estimate the correct amount of materials required to complete the work	E
Understanding of and commitment to Equality, Diversity, and Inclusion.	E
Experience of dealing with challenging customers	D
Knowledge of IT systems, particularly emailing (office 365)	E
Ability to source and collect required materials from suppliers always ensuring best value for money.	E
Ability to work both as part of a team and on own without supervision	E
An acute awareness of the budgetary requirements of a charitable organisation	E
Ability to work calmly under pressure and respond to emergency situations	E

Ability to work flexibly and creatively	E
Knowledge of Health & Safety regulations	E
Motivated and inspirational with a strong sense of humour	D
Competent in organising and planning	D
Full driving licence	E
Use of own vehicle with mileage/van allowance	E