

Job Description

PAINTER

Function	Technical Services - Northumbria University
Position	Painter
Immediate Manager	Maintenance Team Leader
Additional Reporting Line	N/A
Position Location	Unit Based - Various Sites across Newcastle upon Tyne and Gateshead. Provide support to other sites within the segment nationally if required.

1. Purpose of the Job

- To deliver a high-quality customer journey through the provision of a professional painting and decorating service across student accommodation, academic buildings, offices and communal areas.
- To protect, maintain and improve internal and external surfaces, finishes and building fabric, supporting the appearance, condition and service life of the University estate.
- To ensure accommodation and communal spaces are presented to a consistently high standard and are safe, clean, functional and ready for occupation.
- To undertake planned, reactive and project-based painting and decorating works with the minimum practicable disruption to students, staff, visitors and other building users.
- To support the wider Sodexo team locally, regionally and nationally in line with the values of Service Spirit, Team Spirit and Spirit of Progress.
- To support the Hard FM Services team in complying with health and safety legislation, manufacturer instructions, environmental controls, contractual service levels and key performance indicators.
- To complete minor surface and building-fabric repairs associated with decoration where these are within the post holder's competence.
- To contribute to refurbishment, lifecycle and student vacation programmes through safe, efficient and high-quality workmanship.
- To support the team with the call out rota where possible to maintain our clients estate

2. Context and Main Issues

- Deliver a responsive, timely, cost-effective and professional painting and decorating service across a diverse and frequently occupied University estate.
- Plan works carefully around residents, teaching activities, access restrictions, room availability and intensive summer turnaround periods.
- Prepare surfaces correctly and select compatible materials and systems to achieve durable, consistent and maintainable finishes.
- Use CAFM systems, including Maximo, to record reactive, corrective and planned maintenance activities accurately and in real time.
- Ensure work orders, room records, defects, material requirements and remedial actions are completed, documented and escalated appropriately.
- Maintain safe control of paints, coatings, solvents, fillers, dust and waste in accordance with COSHH assessments, product safety data and site procedures.
- Protect occupants, furniture, equipment, floors and adjacent finishes throughout the works and leave work areas clean, secure and ready for use.

- Build effective working relationships with specialist contractors, suppliers, University stakeholders, students and colleagues.
- Participate in the company call-out rota where required to support the wider 24-hour operational needs of the contract.

3. Main Assignments

Painting and Decorating Maintenance

- Carry out planned and reactive painting and decorating works to walls, ceilings, doors, frames, skirtings, joinery, metalwork and other suitable internal and external surfaces.
- Apply water-based and solvent-based paints, stains, varnishes, protective coatings and specialist finishes in accordance with manufacturer instructions and site requirements.
- Match existing colours and finishes where practicable and report where an exact match cannot be achieved.
- Complete localised touch-ups, full redecoration and making-good works to a consistent professional standard.
- Inspect completed work and rectify runs, misses, poor coverage, contamination or other workmanship defects before handover.

Surface Preparation and Minor Repairs

- Assess substrates and prepare surfaces by washing, scraping, abrading, filling, sanding, sealing, priming and undercoating as appropriate.
- Remove loose or defective coatings and identify signs of damp, water ingress, mould, cracking, substrate failure or other underlying defects.
- Complete minor filling, caulking, patch repairs and making good within the scope of competence.
- Report significant building-fabric defects, suspected hazardous materials or recurring deterioration before covering the affected area.
- Protect floors, furniture, fixtures, fittings and occupied areas using suitable coverings, screens and barriers.

Wallcoverings and Finishes

- Prepare surfaces for wallcoverings and apply lining paper, decorative wallcoverings or approved protective finishes where required.
- Remove existing wallcoverings safely and make good the underlying substrate.
- Complete minor repairs to decorative finishes and ensure patterns, joints, edges and terminations are neat and consistent.

Planned, Reactive and Project Works

- Complete planned decoration programmes, reactive repairs and corrective work orders within agreed priorities and timescales.
- Support accommodation refurbishment projects, room refreshes and intensive summer vacation programmes.
- Assist with lifecycle replacement, change-of-use and minor project works requiring decoration or final making good.
- Coordinate access, isolations, drying times, ventilation and area reinstatement with the Maintenance Team Leader and relevant stakeholders.

Health, Safety and Environmental Control

- Work in accordance with risk assessments, method statements, COSHH assessments, product safety data sheets, permits and safe systems of work.
- Use steps, ladders, towers and access equipment only when trained, authorised and following the applicable controls.
- Control dust, fumes, odours, noise, ignition sources and wet-paint areas to protect building users and colleagues.
- Store, transport and dispose of paints, solvents, contaminated materials and waste safely and in accordance with site arrangements.
- Use lower-odour, lower-VOC and environmentally preferable products where specified and technically suitable.

Customer Service

- Deliver a professional and customer-focused service to students, University stakeholders, visitors and colleagues.
- Communicate clearly regarding access, room preparation, drying times, temporary restrictions, progress and completion.

- Maintain a courteous, respectful and discreet approach when working in occupied accommodation and sensitive areas.
- Leave every work area clean, tidy, secure and fit for occupation at the end of each shift and on completion.

Documentation and Reporting

- Update maintenance records and work-order status using the CAFM system.
- Record materials used, areas completed, follow-on requirements and any access or condition issues.
- Complete inspection records, permits, risk assessments and compliance documentation as required.
- Report asset defects, water damage, mould, suspected asbestos-containing materials, safety concerns and remedial requirements promptly.
- Support client, statutory and internal audits through accurate and timely record keeping.

4. Accountabilities

Safety

- Work safely and in accordance with risk assessments, method statements, COSHH information, permits and safe systems of work.
- Use access equipment, tools, personal protective equipment and materials correctly.
- Maintain personal competence and relevant training.
- Report hazards, near misses, spills, unsafe conditions and incidents without delay.

Quality and Compliance

- Deliver finishes that meet the agreed specification, colour, coverage and workmanship standard.
- Follow manufacturer preparation, application, drying and recoat requirements.
- Maintain accurate maintenance, material and completion records.
- Support client, statutory and internal inspections and audits.

Operational Performance

- Achieve planned maintenance and decoration-programme completion targets.
- Complete reactive works within agreed service levels and priorities.
- Plan labour and materials efficiently to minimise repeat visits, waste and disruption.
- Support room availability and readiness during student turnaround periods.

Asset Protection

- Protect and extend the service life of decorated surfaces and associated building fabric.
- Identify underlying defects before decoration and ensure they are reported or resolved appropriately.
- Use suitable, compatible and maintainable coating systems.
- Contribute to condition surveys, lifecycle planning and forward decoration programmes.

Customer Satisfaction

- Deliver a high-quality service that supports the student and client experience.
- Maintain professional conduct while working in occupied and public areas.
- Communicate disruption and completion information clearly.
- Contribute positively to the facilities management culture and reputation of the service.

5. Person Specification

Essential Qualifications

- NVQ Level 2 or Level 3 in Painting and Decorating, City & Guilds qualification, recognised apprenticeship, or demonstrable equivalent trade competence.
- Full UK driving licence.

Desirable Qualifications

- Construction Skills Certification Scheme card or equivalent.

- IPAF and PASMA.
- Asbestos awareness.
- COSHH awareness.
- First Aid at Work.
- Training in safe use and inspection of ladders and steps.

Essential Experience

- Substantial practical experience as a painter and decorator in facilities management, commercial, education, healthcare, hospitality or large residential environments.
- Experience of both planned and reactive decoration works.
- Experience preparing varied substrates and applying a range of paint and protective coating systems.
- Experience working safely in occupied premises and customer-facing environments.
- Experience using electronic work-order or CAFM systems, or the ability to develop this competence.

Desirable Experience

- Experience within student accommodation, universities, hotels, hospitals or comparable occupied estates.
- Experience supporting refurbishment, room-turnaround and lifecycle programmes.
- Experience applying wallcoverings, specialist coatings or durable hygiene finishes.
- Experience working alongside other trades and contractors in live environments.
- Experience of colour matching and estimating material quantities.

Essential Knowledge

- Surface preparation methods and common causes of coating failure.
- Paint systems, primers, undercoats, topcoats and compatibility of materials.
- Safe use, storage and disposal of paints, solvents and associated products.
- COSHH principles, risk assessment and general health and safety requirements.
- Care and safe use of hand tools, power tools, steps, ladders and access equipment within the limits of training.
- Professional standards for protection, cleanliness, finish and handover.

Desirable Knowledge

- Fire-rated and specialist coating systems, subject to manufacturer and project requirements.
- Damp, mould and water-damage indicators and the importance of resolving underlying causes.
- Sustainability, low-VOC products, waste reduction and environmentally responsible material selection.
- Basic building-fabric construction and interfaces with other maintenance trades.

Essential Skills and Competencies

- High standard of practical painting, decorating and finishing skills.
- Strong attention to detail, colour consistency and quality control.
- Ability to assess surfaces and select appropriate preparation and application methods.
- Ability to organise materials, prioritise workloads and meet deadlines.
- Excellent communication, interpersonal and customer-service skills.
- Ability to work independently and as part of a multidisciplinary team.
- Good IT literacy and accurate electronic record keeping.

Personal Attributes

- Professional, dependable and accountable.
- Positive, courteous and customer focused.
- Safety conscious, tidy and respectful of occupied environments.
- Flexible and adaptable, particularly during student vacation and turnaround periods.
- Committed to continuous improvement and professional development.
- Punctual, well presented and approachable, with a proactive can-do attitude.

6. Competencies

Competency	Required Behaviours and Outcomes
Growth, Client and Customer Satisfaction	Deliver an excellent service to students and University stakeholders; support contract performance and operational excellence; maintain high standards of customer care.
Quality of Services Provided	Prepare and finish surfaces to the required standard; protect building fabric and adjacent assets; complete quality checks and corrective work before handover.
Learning and Development	Maintain trade competence; participate in relevant safety, product and access-equipment training; share knowledge and good practice with colleagues.
Brand Reputation	Act as a professional representative of Sodexo; support the University experience through reliable, courteous and high-quality service delivery.

7. Management Approval

Version	TM-5
Date	13/08/2026
Document Owner	

Manager Signature

Date

Employee Name

Employee Signature

Date
