



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Painter

Recruitment Pack





Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

The Painter delivers high-quality painting, decorating and minor multi-trade repairs across occupied homes, communal areas and empty properties. They plan and complete work safely, efficiently and right first time, while providing excellent customer service and supporting the wider repairs team.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People and Communications



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About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to build stronger communities through providing great homes. We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards three core strategic themes.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award and a gold RoSPA Award for health and safety performance, and we've got big plans for the future.

Our current strategy



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Role Profile

Job Title: Painter

Contract Type: Permanent

Salary: £27,711 - £31,067

Annual Leave: 25 days per annum

Role Purpose

To provide a high quality and customer focused repairs and maintenance service.

You'll have a main trade of painting and decorating. You will be carrying out repairs to occupied homes, communal areas and empty properties.

You will be required to work to a high standard and delivery excellent customer service, you'll need to plan and manage your workload to ensure that jobs are attended and completed within timescales and are completed right first time, reducing the need for any further follow up visits.

The Role:

Operational Duties

- Attend jobs as scheduled and within timescales. Identify materials required for the repair and ensure these are collected / ordered in advance of attending jobs.
- Duties will include re-decoration to small areas such as one wall in a room or you will be required to re-decorate entire flats and houses, ready for re-letting.
- Undertaking mould wash down works and application of anti-mould paint to treat areas of mould and damp.
- Undertake remedial preparation work, including filling, sanding, stain block and preparation of woodwork.
- Removal of wallpaper, hanging wallpaper and emulsion work to walls and ceilings. Prime and gloss woodwork.
- Carrying out repairs to artex ceilings.
- Carry out tasks and projects with minimal support / guidance, whilst taking accountability for quality and quantity of work.

Repairs and other related duties

- Assist the voids team in preparing empty properties for voids works. This could



- include ensuring void H&S file is present, such as asbestos survey, fire extinguishers and first aid boxes are present prior to work commencing.
- Undertake some multi-trade work, such as basic carpentry, tiling and minor plumbing.
- Provide support to other trades when required.

Planning and Decision Making

- The ability to plan, prepare and make decisions in line with policy and procedure whilst ensuring health and safety regulations are adhered to.
- Ensuring works progress as planned and there are no delays to works. This will include working around unforeseen problems and managing, unplanned additional work with required timescales.

Performance

- Understanding and working to the organisational KPI's. Namely, repairs completed within timescales, repairs completed right first time, customer satisfaction and completing a personal target workload each week.
- Collect feedback from customers to support service improvements.
- Input and make suggestions on continuous improvement of processes and procedures

Team Working

- Close working with the asbestos removal teams to avoid any delays. Work with colleagues to achieve results for customers and organisation.
- Understand when to consult with others from the wider team and contractors.
- Identifies, refines, and champions new ways of working with peers.

Customer Service

- Deal with enquiries from members of the public in a courteous manner promoting a positive image that enhances the reputation of Homes in Somerset.
- Provide a first-class service to existing tenants and carry out work to a high standard, whilst managing customer expectation.
- Provide a first-class service to existing tenants and carry out work to a high standard.
- Manage low level complaints and resolve where in your remit to do so, this may include contacting colleagues to raise inspections or additional repairs to be carried out.
- Ability to diffuse potential aggressive situations, accurate and prompt reporting of any incidents, ensuring work colleagues are safe

Machinery

- To operate powered hand tools (where appropriately qualified and trained).



Vehicle Maintenance

- Carry out basic care and maintenance of vehicles and equipment, including checking fluid levels, tyre pressures and wear, bulbs etc. and to maintain vehicles and equipment in a clean and tidy manner.
- Report any faults on your van checklist and to Operational Management.

Health and Safety

- Works must be completed to the latest Health and Safety regulations and guidance notes. Review relevant risk assessments and the asbestos register prior to carrying out works and complete dynamic risk assessments for tasks as required.
- Take reasonable care of own health and safety, following training you have received when using any tools the employer has given you.
- Co-operate with employer on health and safety, and do not interfere with, or misuse, anything provided for your health, safety or welfare.
- Inform employer, supervisor or health & safety representative if you think the work or inadequate precautions are putting the organisation at serious risk.

Administrative Duties

- To accurately complete records which will be mainly electronic with some paperwork. To include use of mobile phone to view jobs, record attendance, completion of work, ordering of materials and e-mail use.

Knowledge, Skills and Experience

Knowledge

- Knowledge of housing stock and how the council interact with tenants.
- Experience / knowledge of causes of condensation, mould and damp remedial works
- Knowledge of other trade areas and how they interact within the process of maintaining void and tenanted properties.
- Understanding of Local Government is desirable

Experience

- Experience working in occupied premises.
- Experience of working with customers who may be vulnerable or have support needs.
- Experience / knowledge of causes of condensation, mould and damp remedial works.
- Proven experience of working in this field.
- Experience working in social housing is desirable
- Multi Trade experience is desirable



Qualifications / Registrations / Certifications

- NVQ Level 2 in Painting and Decorating
- Multi-skilled qualification is desirable

Skills

- Skilled painter and decorator that can work on their own and make decisions – seeking guidance from managers if required.

Working Conditions

- Working inside tenants' homes or empty properties. Conditions can be poor,
- depending on the reason for visit.
- Exposure to unpleasant or hazardous environmental working conditions. Exposure to chemicals as associated with painting materials. PPE is provided.



What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 17.4% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- Access to discounts for sport, leisure, and entertainment activities.



Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday 7 August 2026
Closing date	Sunday 23 August 2026
Shortlisting	Monday 24 August 2026
Formal interviews	WC 31 August 2026

How to Apply

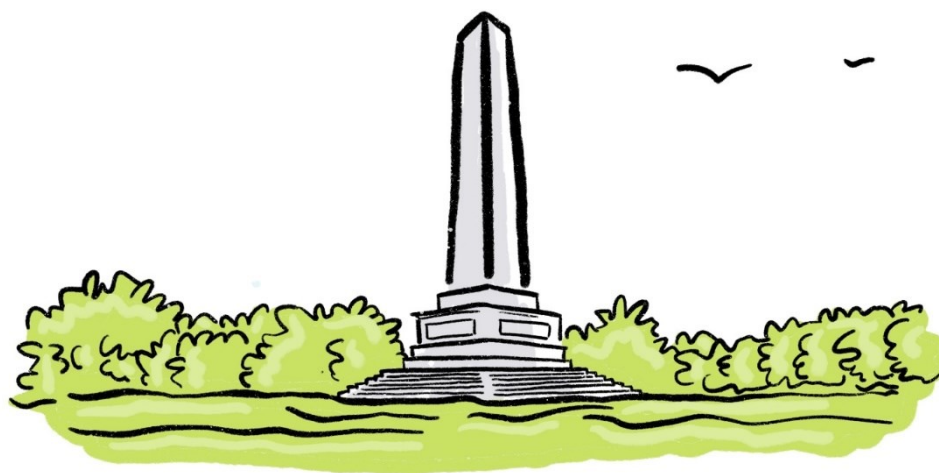
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

All appointments are subject to two satisfactory references, a DBS check and proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 23 August 2026, at midnight.**



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