Role Profile

Role Details			
Role Title	**Painter**	**Section**	**R&M**
Division	**R&M**	**Report To**	**Operation manager**
Grade/Salary	**£40,654**	**Date Completed**	**May 2026**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We currently hold Investors in Young People Platinum award, an award we are immensely proud of as it recognises our focus on investing in and growing a skilled staff base.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs

Our Vision

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer residents' satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.

Role Summary

Painters are valued employees of the Operations Division. This role will contribute to the effective delivery of various painting and decorating maintenance works, such as internal and external painting of domestic properties, varnishing and sealing finishes, surface preparation, minor plaster patching prior to decoration, and application of specialist coatings where required. This role will primarily be trade specific; however, property maintenance can be multi-trade. You will regularly be expected to work alongside other trade disciplines for job completion. You will be expected to deliver a service with high quality standards at all stages, from preparation and planning to communicating and executing the work. You will operate as part of a team with a flexible approach to service delivery in order to ensure client satisfaction and the delivery of a high-quality service.

Your role will include but is not limited to:

- Prepare surfaces by removing old paint, filling cracks and holes, sanding, and washing walls.
- Apply paint, varnish, wallpaper, and other finishes using brushes, rollers, or spray equipment.
- Ensure that all work is completed accurately, neatly, and meets quality and durability standards.
- Mix and match paints and materials to achieve required colours and finishes.
- Collaborate with other construction disciplines to complete tasks efficiently and on schedule.
- Maintain a clean, tidy, and safe work environment always.
- Follow all relevant health and safety regulations and safe working practices.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	**Includes the Requirement to:**
Painting and Decorating works	– Apply paint, varnish, wallpaper, and other finishes using brushes, rollers, or spray equipment. – Ensure that all work is completed accurately, neatly, and meets quality and durability standards. – Collaborate with other construction disciplines to complete tasks efficiently and on schedule. – Maintain a clean, tidy, and safe work environment always. Follow all relevant health and safety regulations and safe working practices.
Customer Service and Communication	– Communicating effectively with customers to explain the issue, provide updates, and ensure satisfaction. – Maintain accurate records of the work carried out, including fault logs, parts used, and repair history.
Health and Safety	– To carry out work in accordance with the Health and Safety at Work Act 1974. – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Compliance with professional, regulatory, statutory, and corporate requirements	– Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity.
General	– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.

Key Behaviours and Competencies	
Our Painter will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
Technical Competence	– You should have experience in domestic Painting and Decorating. – Time served apprenticeship in Painting and Decorating.
Health, Safety and Environmental	– Operatives should exhibit a proactive approach to health and safety, taking responsibility for personal safety and that of others. This includes adhering to all safety protocols, wearing appropriate PPE/RPE, and ensuring the work area remains safe at all times. – Reporting all safety incidents, accidents, and near misses. – A work environment that prioritises safety and minimises exposure to asbestos and other environmental hazards.
Communication and Client Interaction	– Operatives need to communicate risks, safety procedures, and job updates to clients and team members. This includes reassuring clients about the safety of the work being undertaken and responding to their questions in a professional manner. – Effective communication with clients, ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information. – Positive relationships with clients, a clear understanding of asbestos risks, and customer satisfaction with the work being carried out.
Ongoing Training and Professional Development	– Complete all necessary training. – Be open to mentorship and guidance for improvement from more experience colleagues.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	– Able to demonstrate honesty and transparency in all professional dealings. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

You will be customer focused and proactive, providing Customer Service Excellence to support the service delivery. You will project a professional and quality image of the service provided and always conduct yourself in a professional and courteous manner when representing City Building.

You must be capable of working on your own initiative and as an integral part of our team. You will be required to liaise closely with your Line manager /Supervisor, team members, clients and customers in respect of any problems regarding access or delays to maintain our high standards of delivery service.

You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level…

- SVQ in Painting and Decorating

– Full UK driver licence
Interdependencies
– All personnel within City Building, Glasgow City Council, and Wheatley Housing Group – Contracts Manager within the Operations Division – Other City Building Trades – City Building Clients and Customers
Conditions
Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control. Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business. You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.