

ROLE PROFILE

Job Title: Roofer	Role Reports to: Contract Supervisor	Business Function: Repairs & Maintenance
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Job Purpose: Carry out roofing work on maintenance, major and minor construction work, ensuring all work undertaken is completed with due regard for quality, productivity and safety. May be required to participate in the 'on call' rota for Your Housing Group, covering emergency out of hours repairs.	Key Competencies: <ul style="list-style-type: none">• Passion• Pride• Creativity• Accountability
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Key Responsibilities:

1. Travel to designated properties, undertaking and completing all aspects of roofing as directed by your line manager, supervisor or scheduler.
2. Undertake minor joinery, brickwork and repointing work, associated with roofing work.
3. Complete all tasks/activities to agreed quality standards and timescales.
4. Adhere to all safe systems of work at all times and fully comply with all Group policies and procedures in respect of Health and Safety. Carry out fully the post holder's responsibilities in respect of all Health and Safety legislation.
5. Comply with all Group policy and procedures.
6. Report to Supervisors problematic or contentious issues.
7. Complete collection orders and retain delivery notes for Supervisors.
8. Carry out any and all defects works within own capability.
9. Liaise with customers, colleagues, other trades and sub-contractors / supplier to complete all tasks profitably and to a high standard.
10. Ensure all IT devices and paperwork are completed and updated in line with instructions and procedures.
11. Comply fully with all agreed working practices and processes for completing tasks and ensure that all job related information is provided in accordance with required timescales and standards.
12. Assist line manager in the maintenance of vehicles, tools, equipment and material stocks to ensure that all legal and audit obligations are fully complied with, in accordance with the Company's policies and procedures.
13. Undertake appropriate training in line with the training passport for the role.
14. Mentor and assist trainees, apprentices and other employees as and when required.
15. Carry out any other reasonable duties which may be identified by your manager.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Basic Health & Safety knowledge in a repairs environment 	<ul style="list-style-type: none"> • Housing association/sector knowledge
Skills	<ul style="list-style-type: none"> • Organisational skills and ability to prioritise a busy and reactive workload • Ability to be positive and flexible • Ability to demonstrate reliability and initiative • Ability to work alone and as part of a team • Ability to communicate effectively with colleagues and customers • Ability to demonstrate commercial acumen to aid decisions making • Ability to read drawings and abstract information from specifications, schedules and manufacturer's information • Ability to organise own workload and tasks, efficiently and effectively profitably and to a high standard 	
Experience	<ul style="list-style-type: none"> • Experience of completing repairs and maintenance works • Experience of delivering services in a customer care environment • Experience carrying work of other trade roles in addition to roofing 	
Qualifications	<ul style="list-style-type: none"> • Full UK Driving License • Hold appropriate trade qualifications (NVQ / City and Guilds or equivalent) 	<ul style="list-style-type: none"> • CSCS valid card (trade specific)

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

Responsive repairs

1. Average number of jobs per day
2. Percentage no access rates
3. Customer complaints/Customer compliments received
4. Percentage recalls and “follow-ons”
5. Near misses reported
6. Downtime/productive time
7. Quality Assurance check results

Voids

8. Downtime/productive time
9. Percentage pass rates for voids
10. Void turnaround time
11. Average number of jobs per day
12. Quality Assurance check results

Date Role Profile Created/Updated:

January 2021