

Gutter Maintenance Operative



Role Overview

An integral part of the overall high performing customer focused repairs team, Delivering first class repairs to YHG customers' homes safely and efficiently.

Responsibilities will cover the completion of gutter repairs, insulation works, and other minor repairs to the roof line of YHG properties.

Training and support will be provided to those who continually demonstrate the right behaviours to develop into fully qualified trade people if desired.
This role is subject to a BASIC DBS check

RESPONSIBILITIES

- Travel to YHG properties arriving promptly and on time, maximising productivity, always providing excellent customer service and high-quality standards of work.
- Complete gutter repairs, insulation works, and other minor repairs to the roof line of YHG properties and assisting other trade people.
- Ensure all job-related (Job completions, no access & if needed follow on work) is input and completed accurately on electronic handheld devices provided.
- Deliver excellent customer service, always be polite and respectful when in our customers' homes, be clean and tidy during and following completion of work, always communicating to customers when work must be rearranged.
- Ensure that material van stocks and tools are kept for the variety of works undertaken. Manage and maintain the quality of the company vehicle provided.
- Always adhere to safe systems of work, fully complying with the Groups policies and procedures regarding health and safety and all other YHG Group policies and procedures.
- Complete any mandatory training required to carry out duties within the role. Undertake additional training identified to develop individual skill sets and the role profile.
- Act professionally always when representing YHG when liaising with customers, colleagues, sub-contractors, supplies, partners, during completion of work.
- Complete any other reasonable requests and duties that may be identified by managers within the service



Our values

- Honest & Reliable**
We are authentic, open and dependable; and we do what we say we'll do.
- Caring**
We show kindness and consideration to our customers and each other.
- Respectful & Fair**
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

STRENGTHS

- ✓ Ability to work as part of a team
- ✓ Demonstrates the ability to learn quickly and apply efficient working practices
- ✓ Excellent attitude to work and displays great customer focus
- ✓ Keen to learn and develop individual skills
- ✓ Understands and delivers excellent customer service along with high quality standards of work
- ✓ Ability to cover roofline and gutter tasks to an excellent standard

ESSENTIAL REQUIREMENTS

- ✓ Ability to communicate effectively with customers and colleagues
- ✓ Able to use Technology such as PDAs and mobile phones
- ✓ General repairs experience
- ✓ Organised and thorough in maintaining vehicle, tools and materials to get the job done right first time
- ✓ Full UK Driving License
- ✓ Ability to identify and resolve any issues with rainwater goods

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BENEFICIAL TO THE ROLE

- ✓ Previous guttering repair experience
- ✓ Knowledge of Health & Safety at work
- ✓ Keen to learn and develop
- ✓ A “can do” attitude and ownership of repairs from start to finish
- ✓ Previous customer service experience