

ROLE PROFILE

Job Title: Roofer	Role Reports to: Area Supervisor
<p>Job Purpose:</p> <p>To carry out roofing and associated work on maintenance, major and minor construction work. To ensure that all work undertaken is completed with due regard for quality, productivity and safety.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & resilience • Meeting customer needs • Interpersonal understanding • Results focus • Future focus • Problem solving and decision making • Building relationships • Personal Learning and Growth
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Undertake all aspects of roofing and associated work as directed by your line manager, supervisor or scheduler to agreed quality standards and timescales. 2. To undertake minor joinery work as necessary in association with roofing work. 3. To carry out lead or metal flashing works in association with roofing work. 4. To carry out repointing and brickwork associated with roofing work. 5. To 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. 6. Comply with all group policy and procedures. 	

7. To report back to Supervisors with regard to problematic or contentious issues.
8. To carry out any and all defects works within their capabilities.
9. Ensure all IT devices and paperwork are completed and updated in line with instructions, procedures, including the completion of collection orders and retention of delivery notes for Supervisors.
10. 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.
11. Carry out any other reasonable duties which may be identified by your manager.

	Essential	Desirable
Knowledge	<ol style="list-style-type: none"> 1. Basic health and safety knowledge in a repairs environment 	<ol style="list-style-type: none"> 1. Knowledge of housing or repairs and maintenance
Skills	<ol style="list-style-type: none"> 1. Organisational skills and ability to prioritise a busy and reactive work load. 2. Ability to demonstrate reliability and initiative 3. Ability to work as part of a team and on your own. 4. Ability to communicate effectively 	

	<p>with others.</p> <ol style="list-style-type: none"> 5. Ability to demonstrate commercial acumen when making decisions. 6. Excellent Customer Care skills and ability to promote the good practice of the group. 	
Experience	<ol style="list-style-type: none"> 1. Experience of completing repairs and maintenance works 2. Experience of delivering services in a customer care environment 3. Experience of working in a fast moving operations environment 4. Full clean UK Driving License 	<ol style="list-style-type: none"> 1. Experience of receiving work via a job management system
Qualifications/Education	<ol style="list-style-type: none"> 1. Hold appropriate trade qualifications (NVQ/City and Guilds or equivalent). 	<ol style="list-style-type: none"> 1. A health and safety qualification/CSCS card

People Management Responsibility?	This role has no line management responsibility
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	Must be able to communicate with customers and colleagues effectively and in accordance with Company or

	Client Policies, Procedures and code of conducts.
--	---

It is expected that the post holder will be proficient in carrying out the work of other building trade roles in addition to their 'core' trade (multi-skilled).

Post holder will be required to travel as required to fulfil this role.

Post holder may be required to participate in the 'on call' rota covering emergency out of hour's repairs.

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
--

- | |
|---|
| <ol style="list-style-type: none"> 1. Average number of jobs per day. 2. Percentage of follow-on jobs. 3. Percentage of no access. 4. Customer complaints. 5. Customer satisfaction. 6. Percentage recalls. |
|---|

--

Date Role Profile Created/Updated:			
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date