

**Roofer**

You’ll undertake all aspects of roofing work on domestic, void and some commercial properties. You’ll be required to work to a schedule whilst ensuring your work is always of good quality, always delivering excellent customer service.

**What are my key responsibilities?**

Undertake maintenance, repair and renewal of pitched and flat roofing for domestic and other whg owned properties. Including but not limited to the tiling, slating, felting, guttering, fascia’s/ soffits, pointing, concreting and leadwork.

Deliver excellent customer service.

Carry out pre-inspections on work required, prior to work being completed.

Work to allocated timeslots for jobs and adhere to work schedules.

Utilise a handheld device to assist you in your role, including receiving jobs, booking appointments for customers, communicating via email as required and using a range of IT systems.

Be responsible for whg tools; ensuring that they are kept in a well-maintained condition.

Be responsible for a whg vehicle, ensuring it is kept clean, tidy and safe at all times and be responsible for van stocks and maintaining them at an agreed level.

Ensure schedules of van safety checks and inspection are always adhered to, ensuring relevant transport records are maintained and submitted when required.

Order and return materials to and from the Stores.

Ensure risk assessments, quality procedures and work instructions are adhered to, protecting areas of work and leaving all work areas in a clean and tidy condition.

Ensure that Health and Safety at Work Act 1974, COSHH and all safety procedures are adhered to, including the use of personal protective clothing and equipment.

Actively participate in one to one and team meetings and wider organisational events.

Complete, maintain and submit accurate records as required.

Undertake further training to increase skill base as required by the service.

Actively promote and demonstrate whg’s values.

**Relationships**

You will report to directly to a Home Maintenance Services Team Leader.

You’ll work closely with other trades colleagues and Work Planners and may be requested to work in other areas of Home Maintenance Services as required. You’ll also collaborate with other teams in the organisation such as Programmed Works, Community Housing and Safeguarding teams.

You’ll quickly build rapport and work well with our customers, as well as liaising with contractors and members of the public.

**Role Requirements:**

* A City and Guilds or NVQ Level 2 (or equivalent) in Roofing or wet trades
* A full UK drivers licence (no more than 6 points), able to travel efficiently around whg’s housing stock.
* Experience of roofing maintenance and installation on a range of different roof types
* Experience of routine wet trade remedial works such as slabbing, pointing and brickwork.
* Experience of working on tenanted properties
* Experience of working in a customer facing role, as well as the ability to deal with difficult or challenging customers
* The ability to utilise handheld technology; proficient in basic IT skills
* The ability to work to a high standard in line with an agreed timeframe and schedule
* A good understanding health and safety legislation to ensure a safe working environment for colleagues and customers
* Good written and verbal communication skills
* Courageous, not afraid to speak out, challenge and suggest new ideas

We’ll need you to be flexible to meet the demands of the service, this may include some overtime on weekends, evenings or bank holidays.

You may also be required to undertake scaffold safety inspection training.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develop and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | TrustworthyYou can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | AccountableTaking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | ExcellentStriving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | RespectfulValuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | CollaborativeAchieving great things by working together. |