

JOB DESCRIPTION

Job Title	Roofer		
Directorate	Community Services		
Reporting to	Responsive Repairs Supervisor		
Grade	12		
Evaluation ref:	AG1306	Job ref:	Family CCT12
Role purpose			
<p>To provide a high quality and customer focused repairs and maintenance service to communal areas, tenanted properties and empty homes. Continuously improve the social housing stock by repairing, maintaining and renewing the housing stock in line with required standards.</p> <p>The Somerset West and Taunton housing team own 5600 number of properties within their housing stock, the role of the Roofer for the housing stock is to be responsible for responsive maintenance, attending to emergency repairs and carrying out improvements and renewals to improve our housing stock.</p> <p>You will have a main trade of roofing, you could be working on your own if carrying out responsive repairs to occupied homes, or with others if working in empty properties or communal areas.</p> <p>If this work is not undertaken properly and in accordance with legislation and guidance, there is a serious risk to health and life.</p>			
Responsibilities			
<p>You will be required to work to a high standard and delivery excellent customer service, you will need to plan and manage your workload to ensure that jobs are attended and completed within timescales and are completed right first time, reducing the need for any further follow up visits.</p> <p>Identify the extent and scope of the reported defect/s, rectify to meet work schedules, or alternatively seek the appropriate authorisation for suitable remedial action such as roof replacement.</p> <p>Carry out all forms of responsive roofing works, attending to emergency situations, roof leaks and damage following poor weather conditions. Carry out planned works in line with appointments made with tenants.</p> <p>You will be part of the roofing team and a subject matter expert in your area, working with different roofing types and carrying out a variety of repairs. Working with reclaimed roofing materials and recycling based on knowledge and experience of existing roof slates and tiles, a comprehensive knowledge of all roofing materials is required.</p>			

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Carry out associated lead work flashings, soakers and step flashing, chimney flashings, valley flashings also apron flashings.

Repair and build roofs using various materials and tools, deliver all works on time and in many cases respond as an emergency.

Fix and lay a variety of roof coverings, including cement and clay tiles, slate, pan tiles, double roman tiles, shingle and ridge tiles.

Carry out repairs and replacement for all types of roofing materials.
Water proofing and flat roofing repairs and single ply roofing.

Replace corrugated cement sheeting. This will always require felt and batten works by repair or complete elevations.

Insulation work is always required to the joist and rafters as specified.

Tile vents, including eaves and wall plate ventilation and ducting.

Works to rooflights and skylights.

Guttering and downpipe repairs and replacement.

Replacement of fascia boards soffits and barge boards.

Carry out emergency works to make safe buildings and safe systems of working.

Design, planning, product choice and acquisition.

Carry out tasks and projects with minimal support / guidance, whilst taking accountability for quality and quantity of work.

Ability to undertake minor associated repairs, as required, which may include, blockwork, fencing, painting, tiling, patch plastering repairs.

Follow current rules and regulations related to roofing works, includes but not limited to; Building Regulations, British Standards for roofing, Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 2012, Control of Asbestos Regulations 2012, Work at Height Regulations 2005, Construction and Design Management Regulations 2015 and HSE produced guidance notes on safe working in roof work.

Understand and be able to follow building plans. Demonstrate knowledge of building regulations, safety standards, and guidelines.

You will be required to make decisions on the best way to carry out repairs to meet the letting standard and in line with regulations and health and safety regulations.

The ability to plan, prepare and make decisions in line with policy and procedure is key.

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Ensuring works progress as planned and there are no delays to works. This will include working around unforeseen problems and managing, unplanned additional work with required timescales.

Co-ordinating with supervisors, contractors and other trades to enable completion of works to properties within repair timescales and to the required standard.

Understanding and working to the organisational KPI's. Namely, repairs completed within timescales, repairs completed right first time, customer satisfaction and completing a personal target workload each week.

Collect local and customer intelligence to support service improvements that may present a risk to people or property. This would include raising safeguarding concerns and reporting other repairs and concerns such as damp and mould and hoarding issues.

Input and make suggestions on continuous improvement of processes and procedures for the customer and council.

You will be required to work closely with the repairs, scheduling, and compliance teams to ensure removal of asbestos to avoid any delays to works being carried out, that works are planned in sequence e.g. ordering of scaffolds and materials.

Understand when to consult with others from the wider team and contractors.

Identifies, refines, and champions new ways of working with peers.

Be an ambassador for Somerset Council, always presenting a positive image.

Deal with enquiries from members of the public in a courteous manner promoting a positive image that enhances the reputation of the Council.

Provide a first-class service to existing tenants and carry out work to a high standard, whilst managing customer expectation.

Provide advanced level advice and information, assisting with customer enquiries.

Manage low level complaints and resolve where in your remit to do so, this may include contacting colleagues to raise inspections or additional repairs to be carried out.

Have the ability and skills to diffusing potential aggressive situations ensuring accurate and prompt reporting of any incidents and accidents.

Provide information to customers and colleagues in easy-to-understand terms that non-technical people will understand.

Engagement with residents, and a variety of skilled trade operatives is essential.

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Work with other team members to organise and manage workloads effectively, ensuring that all performance and customer standards are met.

Project work may involve the identification of new products and innovative solutions and implementing any new materials / solutions along with the team.

Manage complex cases relating to the trade area such as liaising with the tenancy management teams and compliance teams to ensure works are carried out whilst there is support for vulnerable tenants.

To operate powered hand tools (where appropriately qualified and trained).

Carry out basic care and maintenance of vehicles and equipment, including checking fluid levels, tyre pressures and wear, bulbs etc and to maintain vehicles and equipment in a clean and tidy manner. Report any faults on your van checklist and to the Fleet Manager.

Health and Safety requirements are a priority particularly with existing tenants and with rebuilding/restructuring of empty homes.

Works must be completed to the latest Health and Safety regulations and guidance notes. Review relevant risk assessments and the asbestos register prior to carrying out works and complete dynamic risk assessments for tasks as required.

Take reasonable care of own health and safety, following training you have received when using any tools, the employer has given you.

Co-operate with employer on health and safety, and do not interfere with, or misuse, anything provided for your health, safety or welfare.

Inform employer, supervisor or health and safety representative if you think the work or inadequate precautions are putting the organisation at serious risk.

Working with the Health and Safety team utilising the Assure safety app covering toolbox talks, risk assessments and notifiable reporting.

Identifying scaffold necessity and co-ordinating high-level works with H&S as a paramount consideration.

Roofing is a high-risk area of work, you must be appropriately trained with experience in working at height.

To accurately complete records which will be mainly electronic with some paperwork. To include use of mobile phone to view jobs, record attendance, completion of work, ordering of materials and e-mail use.

Impact

Potential of overseeing agency staff or apprentices to support those new in the role / to the organisation. For the purpose of checking that working procedures are

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followed, health and safety regulations are adhered to and to check the quality of work.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
<p>Fully competent in all aspects of roofing including, pitched and flat roof systems, lead valleys, flashings, box gutters, three-layer felt systems.</p> <p>Knowledge of all types of responsive maintenance.</p> <p>Technical knowledge of machinery and tools. Competent in the use of Microsoft Office.</p> <p>Principles of good customer service.</p> <p>Understands the principles of data protection.</p> <p>Knowledge and understanding of Health & Safety legislation and requirements.</p>	X		
<p>Local Government knowledge.</p> <p>Understanding of the Housing sector.</p> <p>Experience and knowledge of condensation, damp and mould, and the associated preventative works.</p> <p>Understanding of other trade roles.</p>		X	
Experience			
<p>Experience working in occupied premises.</p> <p>Post qualification experience in roofing.</p> <p>Ability to erect portable tower scaffolding and easi-deck systems.</p> <p>Ability to follow specifications and design drawings.</p> <p>Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).</p>	X		
<p>Experience working in social housing.</p> <p>Experience working in occupied premises.</p>		X	

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<p>Experience of working with customers who may be vulnerable or have support needs.</p>			
<p>Qualifications / Registrations / Certifications</p>			
<ul style="list-style-type: none"> • Level 2 Diploma in Roofing. • Relevant experience in the Roofing works building maintenance and the building industry. • Trained at working at height. • Trained & Qualified to carry out Scaffold Inspections & sign off operational scaffolding on a weekly basis. • Committed to CPD. 	<p>X</p>		
<ul style="list-style-type: none"> • Trained & qualified to work with the high-level Tetra Systems. • Health & Safety Qualification • Multi Trade experience • Tetra Trained • Trained to use the sky-vac high reach systems. • Abrasive Wheels • Ladder Training • Asbestos awareness • Working with harness and restraint equipment. • Cherry Picker & Platform • First Aid • Confined spaces 		<p>X</p>	
<p>Skills</p>			
<p>Physically able to move heavy items may be a requirement of the role, especially when working alone.</p> <p>It is essential for the postholder to have good communication skills.</p> <p>Excellent team working skills and customer service abilities.</p> <p>Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).</p> <p>Flexible and able to multitask.</p> <p>Good level of accuracy and attention to detail.</p>	<p>X</p>		

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<p>Persuasive and encouraging adopting a coaching style to enable customers to understand tasks being varied out.</p>			
<p>Problem solving and decision making, resolving issues under time constraints.</p>			

Working Conditions

Working outside on roofs of tenants' homes or empty properties. Conditions can be poor, depending on the reason for visit and will encounter working in confined spaces or at height.

A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots and municipal buildings.

Conditions of some of the housing stock can present an unpleasant experience with cleanliness, aggressive tenants, drug paraphernalia, furnishings, pets etc. Lone and team working a necessity of the role.

Exposure to unpleasant or hazardous environmental working conditions.

Working at height most of the time. Ensure safety equipment is used, adhering to all organisational height procedures and safety advice.

Working in loft spaces which can be limiting and hot.

The role will be part of the out of hours rota (additional payment), which provides a valuable service to our tenants and customers.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.