



Roof Maintenance Operative

Job Description and Person
Specification –

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

ROOF MAINTENANCE OPERATIVE – JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: MAINTENANCE SUPERVISOR

KEY OBJECTIVES:

- To provide a quality maintenance and improvement service to all properties, both occupied and unoccupied.
- The maintenance / improvement duties will be mainly in the base trade of the individual but will involve working flexibly in other trades and trade inspections.

KEY RESPONSIBILITIES:

The duties will cover the whole of the roofing function and include:

- Repairs to all types of roof construction.
- Assessment of the work to be undertaken to meet the agreed specification and where appropriate schedule, organise relevant materials and appointments.
- To assist in the transportation, erection and dismantlement of scaffold.
- Collect and deliver materials, remove and transport rubbish for disposal. Assist in the undertaking of gutter clean outs and repairs.
- To liaise with tenants & other customers in a pleasant and courteous manner, and follow appointments when made.
- To work in a manner with due regard to the Health and Safety procedures of the Group and be mindful of his / her own health and safety and the health and safety of colleagues and tenants at all times.
- To be responsible for completing appropriate paper and computer records associated with work undertaken.
- To use (after necessary training) appropriate technology in order to undertake the duties of the post.
- To undertake other commensurate maintenance duties as required to ensure that the Group can meet its wider repair obligations to our tenants homes in a

flexible and efficient manner.

- The postholder may be required to work on any properties owned by the Group, or on properties maintained by the Group under a commercial arrangement with another landlord.

This covers a wide geographical area and the postholder will be expected to work in any of those areas.

NOTE: All of the above will require the operative to work at heights. The post holder will be expected to carry out work to the standard specified by the Group.

GENERAL RESPONSIBILITIES

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation
- To uphold, as an individual employee, the Group's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues

THE WREKIN HOUSING GROUP

ROOF MAINTENANCE OPERATIVE – PERSON SPECIFICATION

This is a broad outline of what is expected of the postholder.

EXPERIENCE: Previous experience particularly on maintenance of domestic properties is essential.

SKILLS AND KNOWLEDGE:

- Ability to drive and be in the possession of a current full driving licence
- Ability to work unsupervised and as part of a team
- Ability to use new technology is essential

QUALIFICATIONS:

- The postholder would be expected to have, or acquire in a reasonable time period, a suitable qualification or training for the erection and inspection of Plasma Towers, MAPS and working at heights.

COMPETENCIES:

- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress.
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.

- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written two-way communication to share information.