

## Role Profile

<b>Job Title</b>	Roofer		
<b>Reporting into</b>	Property Delivery Team Manager		
<b>Directorate</b>	Property Services	<b>Working Style</b>	Mobile (IMS Only)
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

### Summary of Role:

As a Roofer, you will carry out roofing repairs, installation and maintenance of fixtures, fittings, and fittings in our homes. You will be working within our Internal Maintenance Service (IMS) covering the geographical area of LiveWest. The IMS team is responsible for the responsive repairs and maintenance service of our properties.

### Key Areas of Responsibility:

- Undertake all work to the highest standard possible and in line with current best practice and our guidelines, while complying with contract specifications and service delivery conditions. This includes delivery of the service to the highest standards of customer care and act as an ambassador for the company while in customers' homes.
- Inspect and diagnose faults to basic roofing elements and rectify.
- Always ensure compliance with Health and Safety guidelines, policies and procedures which includes the LiveWest Fleet policy.
- Delivery of a high level of service.
- Deliver a positive and professional approach to our customers.
- Carry out all forms of planned and responsive roofing works.
- 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 to occur.
- Estimate, requisition and recommend the acquisition of necessary materials to ensure that appropriate and satisfactory repairs and maintenance are carried out in accordance with best building practice and Health and Safety at Work regulations.

### Skills, Knowledge and Experience:











Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Fully competent in all aspects of roofing including, pitched and flat roof systems, lead valleys, flashings, box gutters, three-layer felt systems.
- Post qualification experience in roofing.
- Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).
- Awareness of Health and Safety procedures.
- Knowledge of responsive maintenance.
- Understanding KPI's required.
- Experience of working in customers' homes. (D)

<b>Professional/Vocational/Academic Qualifications:</b>
<ul style="list-style-type: none"> <li>• Good general education supplemented with relevant experience.</li> <li>• Recognised apprenticeship or qualification in roofing.</li> <li>• Good level of literacy and numeracy.</li> </ul>

<b>Safeguarding and Lone Working:</b>
<ul style="list-style-type: none"> <li>• Lone Working</li> <li>• Basic DBS check</li> </ul>

**Values and Behaviours to be demonstrated in this role:**

<b>We are customer focused</b>	<b>We challenge convention</b>	<b>We deliver together</b>
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.