

# Job description

## Job title: Roofer

**Department: Growth & City Development**

**Service: Housing Services**

**Grade: G**

### 1. Job purpose

To support the maintenance of assets to meet statutory, regulatory minimum standards for housing, and installation, repair, and maintenance obligations as a landlord (under the tenancy agreement).

To contribute to the provision of good quality rented housing and the achievement of high levels of tenant satisfaction, improving the landlord and tenant relationships and protecting health and safety.

### 2. Principal duties and responsibilities

#### Responsibilities

Within or associated with the individual dwelling and or communal areas all the Council's Housing Assets. Ensuring fully, safely, and correctly installed and maintained in proper working order all installations in accordance with all appropriate legislation and guidance and local Nottingham City Council Housing service (NCCHS) standards.

Activities may include repair, overhaul, renew, remove, install, replace, lay, make good, fix, ease, service, match to existing, patch and service.

This includes:

1. To help maintain the integrity of the structure of the property to include all those elements which give a dwelling its essential appearance, stability and shape, and those which provide protection from the climate
2. To carry out all aspects of roofing works including to strip carefully old roofs and install on new roof coverings, carrying out day to day planned roofing works, repairs, fascia works and guttering works.
3. To be competent on repair work on major refurbishments, must be able to work on fascia and soffit renewals along with guttering and lead works. Works are both internal and external, and on both domestic and commercial properties.
4. To use elements of the skills of other general trades to meet the target of first-time fix where it is efficient and appropriate to do so.
5. Ensure any installations remain in reasonable state of repair and any inconvenience to customers is minimised
6. Ensure that activities help mitigate the risk of exposing residents to pollutants including un combusted fuel gas, carbon monoxide, nitrogen dioxide, sulphur dioxide and smoke.



7. Undertaking pro-active fault finding and appropriate remedial works and reporting, including identification and recording of reasons for deterioration (this includes the actions of the tenant and or their visitors, failure of materials, quality of installation).
8. Fault finding to identify the underlying cause of any issue and the identification and delivery of solutions. Where any component (as listed above and in any associated schedules) requires some work, repair should be prescribed rather than replacement unless: it is unsuitable (and would be even after repair), either because the material has deteriorated, the original component was not suitable, or even if repaired, it would still need to be replaced within 5 years.
9. Adherence to best practice and cooperation with the employer, to ensure the provision of a safe place of work – this includes the health & safety of the postholder, other staff, customers, and the general public.
10. Immediate assessment, identification and reporting of any serious and immediate risk to a person's health and safety (on every visit) including safeguarding issues, overcrowding, damp and mould, disturbed asbestos, excessive cold or heat, or defects in the building resulting from any observed deficiency in the asset.
11. Works should be done with a professional and positive attitude including diligence, care, and expertise.
12. Responsibility for working to all agreed relevant policies and processes.
13. Responsibility for meeting all individual agreed success measures and contributing to team and service success measures.
14. Ongoing maintenance of any professional qualification, memberships, or licenses to ensure you can carry out required and partake in any training as determined by the employer.
15. Responsible for completing all associated tasks associated with the specification of works and other finishes schedule of rates long description assigned to any work order including any bespoke specifications (See NHF schedule long description) and any other low skill activities identified.
16. Training and mentoring of an apprentice and support any other work experience or training needs as required.
17. Flexible and agile working (by agreement) to cover the service 24 hours per day and 7 days a week.

**3. All staff are expected to maintain high standards of customer care in the context of the City Council's Core Values, to uphold the Equality and Diversity Policy and Health and Safety standards and to participate in training activities necessary to their post.**

**4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**



**6. Numbers and grades of any staff supervised by the post holder:**

1 x apprentice (8 weeks+ per annum), work experience students and any other trainees as required.

# Person specification

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| Areas of responsibility                  | Requirements                                                                                                                                                                     | Measurement |   |   |   |   |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|---|---|---|
|                                          |                                                                                                                                                                                  | P           | A | T | I | D |
| <b>Education/ Training</b>               | Qualified, certified & trained to NVQ3 or proven track record or equivalent                                                                                                      |             |   |   |   | ✓ |
|                                          | Have a current ECS Health and Safety card                                                                                                                                        |             |   |   |   | ✓ |
|                                          | Full and valid driving licence                                                                                                                                                   |             |   |   |   | ✓ |
| <b>Experience</b>                        | Experienced in all aspects of roofing works                                                                                                                                      |             |   |   | ✓ |   |
|                                          | Experience of carrying out investigations and tests to identify faults and the root cause of issues and implement lasting solutions.                                             |             |   |   | ✓ |   |
|                                          | Experience of communicating with customers with differing needs.                                                                                                                 |             |   |   | ✓ |   |
|                                          | Experienced in using risk assessments and methods statements.                                                                                                                    |             |   |   | ✓ |   |
|                                          | Experience of identifying and implementing new ways of working that improve efficiency and effectiveness of the service                                                          |             |   |   | ✓ |   |
| <b>Technical Skills</b>                  | Highly competent in all aspects of roofing work                                                                                                                                  |             |   |   | ✓ |   |
|                                          | Must be able to complete associated tasks to ensure roofing works, repairs, fascia works, guttering works can be completed including for example making good any disturbed works |             |   |   | ✓ |   |
|                                          | Comfortable using technology including a PDA/ tablet device to receive, vary & complete works.                                                                                   |             |   |   | ✓ |   |
|                                          | Comfortable using online services, accessing information, taking pictures, completing forms electronically, use of TEAM's and other communication.                               |             |   |   | ✓ |   |
| <b>Communication &amp; Interpersonal</b> | Excellent customer communication and service skills, able to balance customer and business needs and diffuse contention.                                                         |             |   |   | ✓ |   |
|                                          | Ability to share technical knowledge with other team members.                                                                                                                    |             |   |   | ✓ |   |



|                                                                                                                   |                                                                                                                                                                        |  |  |  |   |   |
|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|---|---|
| <b>Personal Attributes</b>                                                                                        | A willingness to work in a flexible manner to cover emergency breakdown and ensure work targets are met.                                                               |  |  |  | ✓ |   |
|                                                                                                                   | Well organised and a methodical approach to completing tasks and prioritisation.                                                                                       |  |  |  | ✓ |   |
|                                                                                                                   | Capable of working in confined spaces, on ladders and using PPE.                                                                                                       |  |  |  |   | ✓ |
|                                                                                                                   | Committed to delivering a high level of service and quality workmanship to tenants                                                                                     |  |  |  | ✓ |   |
| <b>Work Related Circumstances</b>                                                                                 | The post-holder is responsible for providing their own tools in order to carry out all aspects of their duties. Specialist equipment will be provided by the employer. |  |  |  | ✓ |   |
|                                                                                                                   | Be willing to undertake a DBS check                                                                                                                                    |  |  |  |   | ✓ |
| <b>P:</b> Pre-application <b>A:</b> Application <b>T:</b> Test <b>I:</b> Interview <b>D:</b> Documentary evidence |                                                                                                                                                                        |  |  |  |   |   |

**Prepared by/author: Alison Brown    Date: 11.09.2023**