Role Profile – The What, The Where, The How

POSITION	Damp and Mould Operative	**REF**	SERV12
TEAM	Damp and Mould	**LOCATION**	On Site
VERSION	2	**LAST UPDATED**	August 2026

THE PURPOSE OF THIS ROLE IS TO	Carry out inspections, remedial works, repairs and maintenance activities relating to damp, mould and condensation within residents' homes. The post holder will deliver high-quality, customer-focused repairs and improvements that help maintain safe, healthy and well-maintained homes whilst ensuring compliance with relevant legislation, company policies and health and safety requirements.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Diagnose and undertake repairs associated with damp, mould and condensation issues within residential properties.
2. Carry out a range of building maintenance activities including plastering, decorating, minor carpentry, tiling, patch repairs, ventilation improvements and associated remedial works.
3. Identify the root causes of damp and mould and report any underlying structural or building defects requiring further investigation.
4. Install, maintain and replace ventilation systems and related equipment where required.
5. Ensure all work is completed safely, efficiently and to a high standard of workmanship.
6. Complete works within agreed timescales and productivity targets.
7. Accurately record inspections, completed work, materials used and any follow-on actions through the company's management systems.
8. Communicate effectively with residents, providing advice on condensation prevention, ventilation and property care where appropriate.
9. Ensure properties are left clean, tidy and safe following completion of works.
10. Work collaboratively with surveyors, supervisors, contractors and other operatives to deliver effective solutions.
11. Comply with all health and safety legislation, company policies, risk assessments and safe systems of work.
12. Participate in emergency and out-of-hours services where required.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- The ideal candidate should be holding a trade based NVQ Level 2, or be working towards it, and hold a health, safety, environmental CSCS card.
- Experience in diagnosing and treating damp and mould issues.
- They should be trade qualified, certified and possess specific related experience, and have experience of, and be confident in, working with the public, in a team, and alone.
- They should be confident in the use of plant and equipment, be able to complete task-specific risk assessments and method statements, and be able to solve problems independently.
- Ability to work independently and manage workloads effectively.
- Good communication and customer service skills.
- Possess a full driving licence and a satisfactory basic DBS check.

Some experience in the following would be an advantage:

- NVQ Level 2s in carpentry and wet trowel occupations; general building experience, including the ability to tile, decorate and lay vinyl flooring.
- Knowledge of housing health and safety standards and damp and mould guidance.
- Local housing knowledge and experience of working in the social housing sector.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.

5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Damp and Mould Supervisor

CONTACTS

Internal

- Directors, Managers and Supervisors of Coastline Services
- Administrative and finance support staff as required
- Coastline Customer Service Staff
- Staff within other departments

External

- Customers and potential clients of Coastline
- Local Authorities, construction companies, service providers, housing associations etc.