

Role Profile – The What, The Where, The How

POSITION	Multi-Skilled Roofer	REF	SERV44
TEAM	Services - Response & Minor Planned	LOCATION	On Site
VERSION	2	LAST UPDATED	August 2026

THE PURPOSE OF THIS ROLE IS TO

Carry out roofing repairs, maintenance and renewal works across Coastline properties, ensuring homes remain safe, secure, weatherproof and maintained to a high standard. Working across Responsive Repairs and Minor Planned Works programmes, the Multi-Skilled Roofer will undertake a wide range of roofing activities while applying complementary multi-trade skills to complete repairs efficiently and deliver excellent customer outcomes.

The role involves working on occupied and void properties, diagnosing roofing defects, delivering high-quality repairs and replacements, and ensuring all work complies with relevant health and safety requirements, building regulations and company standards. The post holder will contribute to the delivery of a responsive, reliable and customer-focused repairs service whilst supporting Coastline's commitment to providing safe and sustainable homes.

Specific Accountabilities – The Brass Tacks

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

1. Carrying out repairs, maintenance and replacement works to pitched and flat roofs across Coastline properties.
2. Repair and renew of roof coverings including slates, tiles, felt, single-ply and other roofing systems.
3. Installing, repairing and maintaining roofline products including fascias, soffits, bargeboards, guttering and downpipes.
4. Diagnosing roofing defects, leaks and weather-related damage, identifying appropriate repair solutions.
5. Undertaking chimney repairs, leadwork, flashing renewals and associated roofing works.
6. Completing responsive repairs within agreed timescales and performance targets.
7. Delivering roofing works as part of minor planned maintenance projects and property improvement programmes.
8. Carrying out associated carpentry and general building works required to complete roofing repairs effectively.
9. Inspecting roofs and associated structures, identifying and reporting any health and safety, compliance or structural concerns.
10. Ensuring all completed works meet quality standards, manufacturer requirements and relevant regulations.
11. Accurately recording work completed, materials used and follow-on works using company systems and mobile technology.

12. Maintaining effective communication with customers, keeping them informed throughout the repair process.
13. Ensuring work areas are left clean, safe and secure upon completion.
14. Maintaining vehicles, tools, plant and equipment in a safe and serviceable condition.
15. Working collaboratively with other trades, supervisors and contractors to deliver efficient services.
16. Identifying and reporting damp, mould, condensation, safeguarding or compliance concerns encountered while undertaking works.
17. Participating in training and development to maintain technical skills and industry knowledge.
18. Complying with all company policies, procedures and health and safety requirements.
19. Participating in the out-of-hours emergency call-out rota and attend emergency roofing repairs when required.
20. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

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.
- Has roofing experience.
- Has experience in organising own workload to achieve priorities and objectives.
- Has a basic education.
- Has a CSCS Card (required to obtain once in role if not already held).
- Has a full driving licence.
- Is experienced working within a customer-focused environment and within a team.
- Has basic IT skills such as using email and word processing.
- Has the ability to complete task specific risk assessments and method statements and use of plant and equipment.

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 Responsive Repairs Supervisor or the Minor Planned Maintenance 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.