

## Role Profile – The What, The Where, The How

|          |                           |              |              |
|----------|---------------------------|--------------|--------------|
| POSITION | Deputy Roofing Supervisor | REF          | SERV45       |
| TEAM     | Roofing                   | LOCATION     | On site      |
| VERSION  | 2                         | LAST UPDATED | October 2022 |

### THE PURPOSE OF THIS ROLE IS TO

Assist the supervisor in the day-to-day management of sites, ensuring all works are carried out in a safe and professional manner; and resolving day-to-day matters while maintaining high levels of customer satisfaction and adherence to sector key performance indicators.

## Specific Accountabilities – The Brass Tacks

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

1. Providing cover for the roofing site supervisor in their absence.
2. Ensuring work is carried out in a safe manner, adhering to the latest health and safety regulations and company policy.
3. Ensuring company rules are adhered to.
4. Assisting with training and instructing other members of staff by passing along knowledge and skills to assist in their development.
5. Working in conjunction with the site supervisor to implement training plans and identifying training needs.
6. Assisting the supervisor in carrying out Toolbox talks in line with Coastline's modular training plan and ensuring training records are returned to the office.
7. Ensuring contracts are resourced correctly and that all labour materials, plant and tools are available or on order, hired and off-hired as required.
8. Monitoring the daily workload, liaising regularly with subcontractors and site operatives to ensure the work is delivered on schedule to company standards.
9. Keeping the rest of the management team informed of progress, issues and problems.
10. Assisting with the supervision of all site staff, being the first point of contact for their welfare needs and disciplinary issues.
11. Ensuring subcontractors are working in a safe manner, adhering to all the latest health and safety regulations and company policy.
12. Ensuring, in all areas of responsibility, that the company operates professionally, safely and effectively.
13. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

## 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
- Is an effective communicator at all levels, with an assertive style, while still able to listen to and support staff
- Possesses effective time management, is good at data analysis, and can solve problems flexibly for clients and customers
- Has high standards of professionalism and personal integrity, a commitment to service excellence and customer focus, and the ability to work under pressure, prioritise workloads and is self-motivated
- Has a sound track record in building maintenance, diagnosing and specifying repair works in residential buildings; and a sound knowledge of the legal and health and safety requirements in undertaking these repairs
- Understands a maintenance schedule of rates
- Understands customer needs and can translate these into service and performance, and can identify opportunities to improve efficiency and value for money
- Possesses coaching and motivational skills focusing on individual performance and team success.
- Knowledge of the use of plant and equipment
- Ability to complete task-specific risk assessments and method statements
- Possesses management skills, including sound analytical and numerical skills
- Is prepared to travel to customers, sites, and other agencies, local authorities, etc, relevant to the role, and work outside core office hours
- Has a full driving licence and a satisfactory basic DBS check.

**Some of the following would be an advantage:**

- An understanding of the property maintenance industry and of overseeing the day-to-day operations of a residential building repairs team
- An understanding of the social housing sector
- Local geographical knowledge

- The ability to evaluate building specifications and plans, and to produce specific risk assessments and method statements
- Client-customer and operative-subcontractor communication and negotiating skills
- An understanding of how the service can address equality and diversity
- The ability to make sound evidence-based judgements, prioritise work, meet deadlines and targets, solve problems and research complex technical issues

## 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 roofing site supervisor and contracts manager
- Is responsible for site operatives and subcontractors

## CONTACTS

### Internal

- Coastline directors, managers and supervisors
- Administrative and finance support staff, as required
- Maintenance and customer service staff

### External

- Customers and potential clients
- Local authorities, construction companies, service providers, housing associations, etc.



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