

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

<b>POSITION</b>	Roofing Operative	<b>REF</b>	SERV45
<b>TEAM</b>	Responsive and Minor Planned	<b>LOCATION</b>	Remote / On Site
<b>VERSION</b>	4.0	<b>LAST UPDATED</b>	June 2026

### THE PURPOSE OF THIS ROLE IS TO

Deliver high-quality roofing repairs and maintenance across housing properties, ensuring roofs are safe, secure and weatherproof, and that work is completed efficiently to meet customer expectations.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you will:

1. Carry out roofing repairs and maintenance, including tiles, slates, flat roofs, flashing, guttering and minor associated works
2. Inspect roofs, diagnose defects and complete repairs effectively, ensuring a right first-time approach wherever possible
3. Work safely at height, following all health & safety procedures and using appropriate equipment
4. Maintain high standards of workmanship, ensuring properties are left clean, safe and secure for customers
5. 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

	<p>Value each other Strive to be the best</p> <ul style="list-style-type: none"> <li>• Roofing experience</li> <li>• Trade qualification</li> <li>• Basic Education</li> <li>• CSCS Card (Required to obtain once in role if not already held).</li> <li>• Has a full driving licence and a satisfactory Basic DBS check;</li> <li>• Some experience in the following would be an advantage:             <ul style="list-style-type: none"> <li>○ Experience of working in social housing</li> <li>○ Health and safety training</li> <li>○ IT Literate</li> </ul> </li> </ul>
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### 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 and Minor Planned supervisors and deputy supervisor

### CONTACTS

**Internal**

- Colleagues across the Group

**External**

- Customers
- Suppliers



Coastline  
housing



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IN PEOPLE | Gold