

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

<b>POSITION</b>	<b>Deputy Roofing Site Supervisor</b>	<b>GRADE</b>	G3
<b>TEAM</b>	Roofing	<b>LOCATION</b>	Roofing site
<b>VERSION</b>	1.0	<b>LAST UPDATED</b>	August 2021

### 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 all works are 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

<b>POSITION</b>	Deputy Roofing Site Supervisor		
<b>TEAM</b>	Roofing	<b>LOCATION</b>	Roofing
<b>VERSION</b>	1.0	<b>LAST UPDATED</b>	September 2021

QUALITY	ESSENTIAL	DESIRABLE
<p><b>Personal Skills:</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline’s values: <ul style="list-style-type: none"> <li>Put our customers first</li> <li>Be open, honest and accountable</li> <li>Value each other</li> <li>Strive to be the best</li> </ul> </li> <li>• Be an effective communicator at all levels with an assertive style while still able to listen to and support staff</li> <li>• Be an effective ambassador for CSL and present the company as a desirable provider of services</li> <li>• Effective time management</li> <li>• Good data analysis</li> <li>• Be a flexible problem solver on behalf of clients and customers</li> <li>• Ability to work as part of a team</li> <li>• High standards of professionalism and personal integrity</li> <li>• Commitment to service excellence and customer focus</li> <li>• Ability to work under pressure, prioritise workloads and be self-motivated</li> <li>• Commitment to equality and diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationship management skills and ability to effectively manage and develop a team</li> </ul>

<p><b>Education &amp; Qualifications:</b></p>	<ul style="list-style-type: none"> <li>• A good basic standard of education</li> <li>• Trade qualified/certified</li> <li>• CSCS accreditation</li> <li>• SMSTS / SSSTS qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Health, safety and environmental qualification</li> <li>• Construction or maintenance-related NVQ level 2</li> <li>• First aid qualification</li> </ul>
<p><b>Experience, Knowledge and; Understanding:</b></p>	<ul style="list-style-type: none"> <li>• Proven experience and a sound track record in building maintenance, diagnosing and specifying remedial repair works in residential buildings</li> <li>• A sound knowledge of the legal requirements and health and safety requirements when undertaking repair works to residential buildings</li> <li>• Understanding of maintenance schedule of rates</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the property maintenance industry and overseeing the day-to-day operations of a residential building repairs team</li> <li>• Local geographical knowledge.</li> <li>• An understanding of the social housing sector</li> <li>• Ability to evaluate building related specifications and plans.</li> <li>• Ability to produce specific risk assessments and method statements</li> </ul>

<p><b>Job-related skills:</b></p>	<ul style="list-style-type: none"> <li>• Understanding customer needs and translating these into appropriate service and performance</li> <li>• Coaching and motivational skills focusing on individual performance and team success.</li> <li>• Able to identify opportunities to improve efficiency and value for money</li> <li>• Use of plant and equipment</li> <li>• Ability to complete task-specific risk assessments and method statements</li> <li>• Management skills including sound analytical and numerical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Client-customer and operative-subcontractor communication and negotiating skills</li> <li>• An understanding of how the service can address equality and diversity</li> <li>• Ability to make sound and evidence-based judgements, prioritise work, meet deadlines and targets, solve problems and research complex technical issues</li> </ul>
<p><b>Other:</b></p>	<ul style="list-style-type: none"> <li>• Must be prepared to travel to customers, sites, and other agencies, local authorities, etc, relevant to the role</li> <li>• Be prepared to work and provide support outside core office hours</li> <li>• Full driving licence</li> <li>• Undertake a satisfactory basic DBS check</li> </ul>	

## General Obligations – For All Of Us

1. Represent the company positively with all customers and business contacts.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with colleagues.
4. Ensure compliance with the company's 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.
- Responsible for site operatives, subcontractors.

### CONTACTS

#### Internal

- CSL directors and managers
- CSL supervisors
- Administrative and finance support staff as required
- CHL maintenance and customer service staff

#### External

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

