

Bernicia Group Role Profile

Title: Multi Skilled Operative (Roofing)

Reporting to: Repairs Team Leader

Date: July 2026

Purpose

Deliver property maintenance services in line with all group standards, key performance indicators and targets ensuring high standards are consistently met together with observing all legal, statutory and regulatory obligations.

Accountabilities

Operational

1. Deliver all services in line with Bernicia standards ensuring an equitable, high performing customer service is delivered at all times.
2. Undertake Multi-skilled duties linked to roof repairs, including linked skills associated with other repair and maintenance disciplines.
3. Cleaning and preparation of void properties to the Bernicia standard in preparation for the new tenants.
4. Maintain vacant property gardens, hedges & trees, prior to allocation and during periods of non-occupation. In accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings.
5. Undertake and complete repairs utilising ancillary Multi-skilled knowledge and experience to provide a one stop shop, first fix, first time service in order to complete a repair.
6. In line with predetermined specification or approved best practice assess and undertake the most cost effective repair solution ensuring value for money is delivered. Organising materials, providing detailed information, effectively communicating with other stakeholders and colleagues to deliver a high quality service.
7. To have a sound working knowledge of all elements of building construction, components, materials, building trades and applicable building regulations.
8. Undertake work activities in line with all health and safety requirements demonstrating a sound working knowledge of key legislative health and safety information and safe working practices ensuring risks are effectively mitigated and all instructions followed providing a safe working environment for all stakeholders at all times.
9. Ensure adequate store of materials are available and maintained, including van based stock, in order to undertake the required repair, proactively organise workload and commitments to ensure the delivery of an efficient and effective service at all times.

10. Maintain a flexible approach to work and be committed to upholding all service level agreements including an **'out of hours'** emergency service, early evening and weekend appointments to meet the requirements of the service. It is a requirement of the service that the necessary level of repair is undertaken, where possible, that minimises work for the following day.
11. The post holder's duties at all times must be carried out in compliance with the Company's equal opportunities policy and all other policies designed to protect employees or service users from unequal treatment or harassment.
12. To promote the service and The Association positively at all times carrying out all duties in accordance to Bernicia's Policies and Procedures.
13. Undertake other appropriate duties of a similar level and responsibility as may be required from time to time.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Criteria	Essential or Desirable	Assessment Method					
		A	I	C	R	P	T
Education and Training							
• Minimum of 3 years onsite training	E		Y	Y	Y		
• Appropriate CSCS card	E		Y	Y	Y		
• Asbestos awareness training		D	Y	Y	Y		
• Relevant power tool training		D	Y	Y	Y		
• Manual handling		D	Y	Y	Y		
• Appropriate and current training in COSHH & PPE		D	Y	Y	Y		
• Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms		D	Y	Y	Y		
Relevant Experience							
• Experience of using PDA technology (hand held/mobile working technology).		D	Y	Y	Y		
• Experience of working within a commercial and domestic property maintenance environment.	E		Y	Y		Y	
• Experience of delivering customer focussed services within the social housing sector		D	Y	Y		Y	
• Experience of working in a target driven environment	E		Y	Y		Y	
Skills and Aptitudes							
• Adapt to change positively and contribute to new and better ways of doing things	E		Y	Y		Y	
• Communicate effectively with a diverse range of people (customers, staff and colleagues)	E		Y	Y		Y	
• Work well with all colleagues and other teams and contribute to achieving Bemicia's goals.	E		Y	Y		Y	
• Resolve issues through good negotiation, influencing and problem solving skills	E		Y	Y		Y	
• Ability to undertake multi-skilled trade competencies (see attached).	E		Y	Y		Y	

• Investigate building defects		D	Y	Y		Y		
• Understand and undertake formal and dynamic risk assessments in line with the post	E		Y	Y		Y		
• Deliver work in line with relevant construction drawings, planning and building control requirements.	E		Y	Y		Y		
Specific Knowledge and Understanding								
• Demonstrate an understanding of what makes a real difference in delivering excellent customer services		D	Y	Y		Y		
• Sound knowledge of building construction, components, building trades.	E		Y	Y		Y		
• Sound knowledge of health and safety regulations, regulation and ACOPS relevant to the post and associated tasks undertaken within it, in line with HASAWA 1974		D	Y	Y		Y		
Personal Qualities								
• A commitment to high standards and continuously seeking improvement	E		Y	Y		Y		
• A self-starter with an enthusiastic "can-do" attitude who can plan, organise and execute all works efficiently and effectively delivering services under own initiative.	E			Y		Y		
• Have a flexible approach to work for the delivery of all services	E		Y	Y		Y		
• Highly self-aware and ensuring own behaviour and attitude has a positive impact on others	E			Y		Y		
• Ability to work under pressure and deliver outputs in line with Group targets and deadlines	E		Y	Y		Y		
• Ability to work within a diverse and dynamic environment	E		Y	Y		Y		
• Assertive and able to give and receive feedback positively	E			Y		Y		
• Committed to personal development and learning	E		Y	Y		Y		
Miscellaneous								
• Hold a current, clean full UK driving licence	E		Y	Y				
• Must be flexible and be able to work outside normal hours i.e. Standby	E		Y	Y				

Criteria	Essential or Desirable		Assessment Method						
	E	D	A	I	C	R	P	T	
Key Skills									
Undertake various Multi-skilled works, and to assist in the removal of discarded items/personal effects from vacant and occupied properties and to arrange for their subsequent disposal or storage.									
• Minor roofing repairs (flat & pitched)	E		X	X	X				
• Make good brickwork	E		X	X	X				
• Make good plasterwork		D	X	X	X				
• Cut and make good chases in walls and floors	E		X	X	X				
• Refix/renew ceramic wall and floor tiling		D	X	X	X				
• Renew concrete screed		D	X	X	X				
• Renew vinyl floor tiles		D	X	X	X				
• Minor plumbing work		D	X	X	X				
• Replacing single/double glazed panes/units		D	X	X	X				
• Roof space insulation	E		X	X	X				
• Minor painting	E		X	X	X				
• Cleaning	E								
• Minor Joinery repairs		D							
• Guttering	E								
• Mobile elevated platform training		D	X	X	X				
• Working at height from ladders and scaffolding including use of Tetra.	E		X	X	X				
• Operate and maintain hand power tools including drills, sthii saws	E		X	X	X				
• Asbestos awareness		D	X	X	X				

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

