

THE WREKIN HOUSING TRUST

JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

POST TITLE: **Plumbing Apprentice**

RESPONSIBLE TO: **Maintenance Supervisor**

KEY OBJECTIVES:

- To provide a cost effective, responsive, customer focused and high quality plumbing service.

KEY RESPONSIBILITIES:

- Assist with all plumbing duties, including reactive repairs, plumbing installations and any associated works within our domestic properties as directed by the line manager and in line with the standards and expectations of the business targets
- Where appropriate, schedule, organise all relevant materials and facilitate appointments for the works to be carried out
- To competently assist in the organisation and arrangement of follow-up appointments where necessary
- Safe and appropriate use of hand tools, power tools, materials and equipment
- To undertake other general maintenance duties
- To observe and comply with all relevant Health, Safety and Environmental regulations and associated practices, policies and procedures including all PPE and manual handling requirements
- To provide excellent customer services to tenants, customers, contractors and other colleagues
- To liaise with tenants & other customers in a pleasant and courteous manner in line with the organisations vision and values
- To complete all relevant training and qualifications as required by the regulations and in accordance with the role of an apprentice
- Carry out theory and practical assessments

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- To maintain regular contact with relevant managers, mentors and colleagues to obtain instructions, gain experience and resolve work related issues
- To record all work, maintaining accurate record records in line with GDPR and Confidentiality guidelines
- To assist with the completion of appropriate paper, computer and other records associated with the work undertaken.
- To be familiar with appropriate technology in order to undertake the duties of the post.
- To assist the Trust in striving to meet its mission and to help foster a culture of continuous improvement and providing excellent homes and services
- To comply with the Trust's Standing Orders, standards of probity relating to the Trust's charitable status and Homes and Communities Agency regulations.
- To uphold, as an individual employee, the Trust's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To be aware of, and achieve your individual trades performance measures and work with your line manager to continually improve performance where appropriate and agreed.

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PERSON SPECIFICATION

This is a broad outline of what is expected of the post holder.

POST TITLE: Plumbing Apprentice

QUALIFICATIONS:

- A minimum of Functional Skills Level 2 or GCSE Grade 4 and above (Grade A-C) in English, Maths and Science is desirable or the ability to obtain a Level 2 Functional Skills in English and Maths

EXPERIENCE:

- Experience in the construction industry is desirable, preferably within the domestic construction environment
- Experience of dealing with members of the public, home owners or tenants, in a repairs and maintenance environment is preferred

SKILLS AND KNOWLEDGE:

- Ability to communicate at an appropriate level in written and oral forms
- Reliability, punctuality and an ability to work to deadlines
- Committed to undertaking further training and personal development, related to both job specific tasks and the Trust's business needs
- Willingness and enthusiasm to assist other colleagues
- Self-confidence and a pleasant manner
- A keenness to learn how to undertake a full range of maintenance tasks in domestic properties, accurately and effectively and in a timely manner.
- Ability to work with a decreasing level of supervision, in appropriate circumstances as the apprenticeship progresses and also where necessary, as part of a team

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- Ability to learn how to use new technology, in particular that used in electronic job scheduling, and electronic materials ordering
- Depending on age, to either hold a full driving license or to have passed theory and practical test by the end of the apprenticeship

COMPETENCIES:

Adheres to and promotes the Trust's business values. Puts the customer first. Deals with customers and colleagues with commitment, integrity and respect.

Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.

Produces accurate and high quality work and strives to attain the 'right first time' standard. Uses initiative and consults with manager where required.

Articulates opinions and information confidently and clearly. Actively listens to the communications of others.

Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.

Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks.

Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress.

Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.

Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.

Uses clear oral and written two-way communication to share information.