

	Job Description Plumbing & Heating Apprentice	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-PHAPP

Version No	Revision Date	Reason for Revision
001	March 2016	Initial Version

Directorate: Property & Development	Grade: Apprentice Rate
Division Variable	Job Evaluation Number N/A
Reports To: Team Leader	Responsible For: N/A

<p><u>Job Purpose and Role:</u></p> <ul style="list-style-type: none"> To achieve the necessary level of training and gain the ability to carry out all the work involved in the role. During the Apprenticeship, to assist the team to provide the service supplied by the department.
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<p><u>Main Duties and Key Result Areas:</u></p> <ul style="list-style-type: none"> Work within our departments and learn the skills necessary to provide Plumbing & Heating support to our teams. Work with individuals and in teams which repair and maintain houses and other properties which are owned by the company. Undertake tasks relevant to the role and business area to support the team You will be shown new skills by experienced members of staff, and be expected to work on your own for appropriate tasks or as part of a team. You will need to collect information about your achievements for your portfolio and complete all required learning and assessment criteria. Attend training sessions as required. Act as an apprentice ambassador by attending events and undertaking projects to actively promote apprenticeships and the company. Be actively involved in wider corporate initiatives aimed at developing the company and the services to tenants and customers. <p>The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post.</p>

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Dimensions:

Management responsibility
N/A

Financial responsibility
N/A

Resource responsibility
N/A

Environment:

ALL employees will be expected to:-

- Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

Managers of staff will also be expected to:-

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedure; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and

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- promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your responsibility.
 - Accept and exercise responsibilities identified in Company policies and procedures, particularly for compliance with health and safety.

Signed: Date:

Print Name:



**Person Specification
Plumbing & Heating Apprentice**

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Attribute	Detail	Criteria		How Identified				Score
		Essential	Desirable	Application Form	Interview	References	Test	
Skills/Abilities	Confident in the use of computers and other devices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Numeracy skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Good communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Literacy Skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Able and willing to follow instruction and learn new tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Willing to learn and to take responsibility for their own development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Knowledge	Knowledge of basic trade principles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Commitment to further training to achieve apprenticeship framework	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Experience	Experience of working in a relevant environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



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Qualifications	Level 2 English, Maths and Science. (GCSE grades A-C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Committed to personal and professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	