

## Job profile

<b>Job title:</b> Trade Apprentice	<b>Responsible to:</b> Repairs Team Leader
<b>Salary grade:</b> Apprenticeship pay scale applies	<b>Contracted Hours:</b> 40 36-month Fixed Term Contract
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 - All colleagues

### **Purpose of the job:**

To assist a trades employee to deliver a high quality and continuously improving Repairs Service to all the South Lakes Housings (SLH) customers whilst participating in a relevant modern apprenticeship scheme.

Whilst working within the Homes Division of SLH to develop competence to the Relevant NVQ qualification in a main trade you will also work as part of a wider team to develop skills and experience in performing tasks outside the base trade.

### **Key accountabilities:**

1. Maintain punctual attendance at the agreed daily pick up point with all of the correct PPE and equipment needed.
2. To assist and work under the guidance of qualified trade employees carrying out installation and repairs in all SLH managed stock developing skills and experience in an agreed base trade.
3. To participate in a Modern Apprenticeship Scheme, attending and successfully completing an appropriate college course relevant to the Trade as required and receiving on the job training.
4. To ensure all college work, logbooks etc, are kept up to date, in accordance with the apprenticeship requirements and are regularly checked by Supervisor.
5. To agree to undertake the necessary training and examination to gain a full UK driving licence by the end of the training period.
6. To ensure that a high level of service and customer care is delivered to customers of SLH and those customers receive a service in line with the policy and procedures of SLH in order to meet targets.

7. To use hand and electric/hydraulic machine tools and be prepared to undergo training for this.
8. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
9. To ensure you work in accordance with the Equality Act 2010 and our Equality & Diversity Policy at all times.

## Person specification

<b>Job title:</b> Trade Apprentice		
Criteria	Essential / Desirable	Method of Assessment
<b>Qualifications</b>		
Good general educational background with a minimum 4 GCSE's grade 4-9 including Maths and English	E	AF
Demonstrate a clear aptitude and desire to be able to achieve the required test grades to complete an apprenticeship	E	I/TD
<b>Knowledge, skills, and abilities</b>		
Has good communication skills	E	I
Is punctual and has excellent organisation skills	E	I
Shows good customer focus	E	I
Ability to show initiative and propose solutions to issues	E	AF/I
Driving license (or commitment to learn)	E	AF/I
Is enthusiastic and willing to learn	E	I
<b>Experience</b>		
Experience of working with customers	D	AF
Experience of construction work	D	AF
Awareness of health and safety	D	AF
<p><b>Values and behaviours</b> - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> <li>• Have respect</li> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>	E	I

	E – Essential D – Desirable	AF – Application form/CV TD – Taster day I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b></p> <p>No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Senior Repairs Team Leader</p>		
<p><b>Review date:</b> July 2025</p>		
<p><b>Location:</b> Will be working in all areas of South Lakes Housing's operation</p>		