



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Multi Trade Apprentice
GRADE:	Apprentices
POST NO:	Various
JOB TIER:	5 (non management)
DBS CHECK:	Not Applicable
GROUP:	Residents Services
SERVICE:	Repairs

REPORTING STRUCTURE

Reports to:	Lead Operative
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

The Apprenticeship is a 2 year level 2 placement for Plumber and Property Maintenance and 3.5 year level 3 Placement for an Electrician.

You will be expected to complete an NVQ level 3 (Electrician) Or an NVQ level 2 (Plumber and Property Maintenance)

The Multi-Trade Apprentice will assist the Multi-Trade Operative with repairs to Council buildings within individual trade discipline. Along with associated work as required, carrying out work required safely and in the most cost effective and efficient way.

- Assist in identifying the cause of the fault and specifying the correct remedial work
- Assist with doing the work right first time and ensuring that the customer is satisfied with the visit
- Contribute to the proper use and safekeeping of vehicles, plant, tools and materials
- Responsible for carrying out work safely

A. Job Description

1. People Management

- No direct supervisory responsibility

Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. Operational Service Delivery

- As instructed by the Multi-Trade Operative and / or Team Leader, discuss and make arrangements with the customer for carrying out the work, and for any follow-on work required, liaising from site with Planners.
- As instructed move or protect furniture, fittings, appliances, electrical goods, curtain, floor coverings and the like and replacing on completion.
- As instructed dispose of unwanted materials and debris to registered waste transfer station, and leave the site clean and tidy

Service delivery duties

- Assist in the investigation to find reported faults, and diagnose the cause of the fault.

- Assist in the repair and replace decisions using repairs policy and standards to decide the extent of work required to remedy the fault.
- Contribute to the trade work you attend.
- Assist in carrying out associated and ancillary work to your trade necessary to ensure the repair is completed in a single visit, such as decorating new work and making good existing decorations, repairing plaster and render in localised areas, fitting plasterboard to walls and ceilings, laying insulation, removing and refitting WC pans, pedestals to basins and the like, removing and refitting sink top, taps, waste and the like, patch repairing wall and floor tiles, providing glazed tile splash backs and applying sealant.
- Carry out work safely without undue risk to yourself or to others.

Quality related duties

- Carry out work with due regard for quality, productivity and safety, making sure that the work is carried out in the most cost effective and efficient way.
- Check the quality of your own work
- Support and liaise with the Multi-Trade Operative and / or Team Leader, Repairs office and other trades to ensure satisfactory completion of the repair.

Administrative duties

- Accurately record work time, materials and plant used in the execution of the repair, utilising the required schedule of rates to record work.
- Complete paperwork as directed and provide basic reports as required, maintaining records and documentation as instructed by the Team Leader.
- Use a PDA or other electronic equipment as required.

3. Service Planning & Development

- Build and maintain knowledge of the current Team Plan and have understanding of your own contribution in order to ensure delivery of this plan.

4. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Safely store and maintain plant and equipment issued to you.

5. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

6. Contacts

- The primary contact will be with Council tenants and leaseholders.
- Repairs office staff.
- Other officers within the Council.
- Suppliers and contractor representatives.

7. Additional Responsibilities

- Complete any other reasonable tasks in order to fulfil the purpose of this role, or as instructed by the Multi-Trade Operative and / or Team Leader.

8. KEY PERFORMANCE INDICATORS

- Delivery of agreed PADA objectives.

B. Person Specification

Multi Trade Apprentice

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Electrical : <ul style="list-style-type: none"> • Working in or interested in Electrical Installations. • Have 3 GSEs at A – C inc English, Maths and Science or equivalent Level 2 qualifications • Need to complete a basic skills assessment in literacy and numeracy Plumber and Multi trader: <ul style="list-style-type: none"> • GCSE English and Maths or equivalent • a basic skills assessment in literacy and numeracy 	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Current CSCS card		✓
Current UK driving licence		✓
Ability to manage manual handling within guidelines, walking distances, carrying tools, materials & plant.	✓	
Ability to work flexibly to meet the needs of the service, which will include occasional working beyond contracted hours.	✓	
Able to fully access buildings/building sites/ rough ground in order to carry out aspects of the role, e.g. working from heights on scaffolding or ladders.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of some direct customer contact	✓	
Experience of working in a team	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Some understanding of the housing repairs service		✓
Ability to manage own time effectively and capable of good timekeeping.	✓	
Ability to work calmly, quickly and accurately under pressure	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	