



Job Description

Job Title:	Apprentice Technician (Trade)
Reports To:	Team Leader / Contract Manager
Direct Reports:	None
Job Purpose:	Working within the Property Services Division of WCHG to develop competence to the relevant NVQ qualification in a main trade. To work as part of a wider team to develop skills and experience in performing tasks outside the base trade.
Salary Band:	Apprentice band

Key Responsibilities

- To work alongside trade technicians, developing skills and experience to develop competence in base trade;
- Take instruction on work activities from assigned mentor;
- Regular college attendance and full completion of the course and assignments aimed at achieving chosen qualification;
- To use hand and electric/hydraulic machine tools and be prepared to undergo training for this;
- Work towards obtaining a driving licence with the aim of driving and being responsible for a company vehicle when required and in accordance with H&S and Group Fleet Policy and Drivers Handbook;
- To use and be responsible for a company mobile phone as required by the Group, ensuring it is used responsibly in accordance with the Group's instructions; and
- To complete all necessary associated work documentation.

Service Delivery

- To ensure that a high level of service and customer care is delivered to customers of the Group and those customers receive a service in line with the policies and procedures of the Group in order to meet targets;
- To liaise with customers when arranging and carrying out work, having full regard to their needs;
- To work from verbal and written instructions, including drawings, diagrams and sketches;
- To assist in planning and organising workloads to ensure effective use of time; and
- To assess, plan and request parts and materials required to carry out the work.



Health and Safety Responsibilities

- To contribute to and be responsible for the development of safe working methods, systems and procedures, ensuring a high quality service delivery;
- To co-operate with the employer and any other person in order to ensure that statutory requirements concerning health and safety are fully met;
- To actively promote good employee relations and safety practices in accordance with the Groups policies;
- To follow the Groups Health & Safety Policy at all times;
- To operate all machinery and equipment in a safe and correct manner using all safety devised and practices;
- To handle and transport materials in a safe working manner;
- To ensure properties are left in a clean and safe manner on completion of work;
- To maintain a tidy appearance, ensuring Identification badge is worn and visible at all times when on site and when dealing with internal and external customers;
- To ensure Personal Protective Equipment is worn and used appropriately when required;
- To look after tools, materials and equipment guarding against loss or theft and making them ready for use when required; and
- To carry out all duties in accordance with safety regulations and Health and Safety procedures.

Decision Making

- Carries out duties and makes decisions in line with the Groups policies and procedures;
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels;
- Plans and organises own work load to meet deadlines in line with the departmental service plans; and
- Resolves day to day issues, or identifies matters that require escalating

General

- To promote and embed equality and diversity as an integral aspect of working for Wythenshawe Community Housing Group, leading by example;
- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures including the WCHG Code of Conduct Policy, and all other applicable policies, at all times; and
- To carry out any other duties as may reasonably be expected of the post holder commensurate with the scope, spirit and nature of the job.



No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Key Team Relationships

Key Internal working relationships are with

- Senior Managers
- Assigned mentor(s)
- Operational Teams across the Group
- Colleagues and service users

Key External working relationships are with:

- Customers and tenants
- Contractors – providing agreed services on the Group's behalf
- College Tutor(s)



Related Competencies at Fully Effective Level:

Efficient and Effective

- Asks the “why do we do this?” question about tasks and processes
- Positively challenges processes and ways of working
- Contributes positively to delivery of team VFM

Customer focus

- Anticipates what the customer’s job requires
- Shows no tolerance to poor customer service
- Actively ask the customer if there is any other way in which they can help whilst in the property and seek to assist them
- Is consistently confident and professional when dealing with customers
- Will role model the importance of customer focus with others
- Acts on customer feedback to ensure that service delivery is improved in the future
- Organises own processes around the customer
- Acts as a role model to others in their approach to customer service
- No complaints will be made against the individual (not upheld)

Working Collaboratively

- Actively supports team decisions
- Supports team spirit and diffuse potential problems and conflicts
- Actively cooperates within their own team and across teams
- Goes the extra mile to help colleagues
- Champions teamwork by ‘living’ the Groups values in everything they do
- Looks for ‘win win’ outcomes

Organisational awareness

- Makes sound decisions and implements practical solutions to problems
- Takes account of the effect and impact that their own actions are having on their team
- Takes sound decisions with reference to WCHG regulations, processes & procedures
- Demonstrates an understanding of the link between the strategy and on the ground operational activity

Challenges and learns

- Turns their hand to anything within scope of job
- Finds ways round difficult situations
- Ensures agreed changes are implemented / supported within the team
- Easily adapts to new working methods