

# Yorkshire Housing Role Profile

<b>Job title:</b>	Plumbing Multiskilled Apprentice	<b>Leader of others:</b>	No
<b>Reports to:</b>	Empty Homes Team Leader	<b>Contract type:</b>	Mobile
<b>Business area:</b>	Homes and Places	<b>Car allowance:</b>	No
<b>Budget holder:</b>	No	<b>DBS required:</b>	Basic

## Job purpose

As a Plumber Multiskilled apprentice you will be responsible for the delivery of a high quality, efficient and effective repairs and maintenance service. You will participate in carrying out all plumbing and multi skilled tasks to include general property repairs, working on empty homes and planned maintenance projects to ensure high standards of customer service and quality of work are delivered and maintained.

Working as part of a team, you'll learn from your peers and attend college, undertaking exams and coursework, strengthening your skills to gain your Plumbing qualification.

## Key responsibilities

- Assist the YHL technical team in the diagnosis, inspection and delivery of required works to contractual timescales.
- Carry out and complete all assigned work to a high standard when working in customers properties. Ensure the customers belongings and property are protected at all times.
- Work safely within the terms of YH's safety manual, RAMs and the requirements of the Health and Safety at Work Act. Adopt best practices in regards to health & safety always taking personal responsibility for your own Health and Safety while maintaining awareness to protect others.
- Liaise with other teams, client officers and the technical team to ensure excellent service delivery service.
- Complete all documentation accurately e.g. timesheets, notes on works orders etc.
- Assist in the effective delivery of materials by liaising closely with management and suppliers as needed. Follow the correct ordering processes to ensure van stock levels are effectively managed and maintained.
- Play an active part in achieving high quality first time fix on repairs, making every attempt to complete responsive repairs at the first visit and following appointment processes at all times.
- Take pride in your work, striving to attain a high level of excellence in every aspect of your role.

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

## What you'll bring to the role

### The main things:

- GCSE Grade C/Level 4 in English and Maths
- Enthusiasm for Multi-skilled work – eg plumbing, joinery,
- Passion to grow career in multi-skilled trades
- Good practical skills with a methodical approach to work
- High level of drive, conscientious and self-motivated
- Ability to manage own workload, including time and deadline management

- Strong verbal and written communication skills
- Able to work as part of a team and wider team
- Health & Safety Awareness
- Ability to establish good working relationships with colleagues
- Computer literate or willingness to adopt to software based systems after training.

**It would be a bonus if you have:**

- A full UK driver's licence
- Have work experience in a similar role

**Our values:**

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

**Date Role Profile last reviewed:**

Feb 2025