**Yorkshire Housing Role Profile**

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| **Job title:** | Multi-Trade Apprentice | **Leader of others:** | No |
| **Reports to:** | Team Leader | **Contract type:** | Fixed Term |
| **Business Area** | Homes and Places | **Budget holder?** | No |

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| **Job purpose** |
| **The post holder will be** supporting the delivery of a high quality, efficient and effective repairs and maintenance service. They’ll also **invest in themselves by getting involved in a variety of multi-trade work (plumbing, joinery, plastering and decorating) helping to improving the homes of our Yorkshire Housing customers.**  We’ll offer the post holder full on-the-job training and our expert team will guide technical and personal development. We’ll also support the post holder to work towards a Level 2 Property Maintenance qualification that will solidify learning. As part of this role, the post holder is expected to attend college one day a week or for block release and complete the required assignments, along with any associated tests. |

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| **Key responsibilities** |
| * Supporting the team with providing high quality internal and external building, plumbing, joinery and decorative services * Manage and complete tasks promptly and efficiently ensuring safe working practices are followed * Provide excellent customer service, treating all customers with respect, kindness and a friendly face * Producing accurate and timely information or records on the work undertaken * Working effectively in immediate team and forming key relationships with other areas of YH * Play an active part, in achieving high first time fix on repairs, making every attempt to complete responsive repairs at the first visit * Ensure all own works are undertaken in line with H&S requirements and that Risk Assessments and safe systems of work are followed and adhered to at all times |

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| **What you’ll bring to the role** |
| **The main things:** |
| * GCSE Grade C/Level 4 in English and Maths * Enthusiasm for developing a variety of new skills * Passionate about growing a career in multi-skilled trades * Good practical skills with a methodical approach to work * Driven and self-motivated * Passionate about doing the right thing, not the easy thing * Ability to manage own workload and meet deadlines * Strong communication skills * Excellent teamworking skills |
| **It would be a bonus if you have:** |
| * Previous experience of doing a similar role / 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. |