

Yorkshire Housing Role Profile

Job title:	Multiskilled Apprentice	Leader of others:	No
Reports to:	Empty Homes Team Leader	Contract type:	Mobile
Business area:	Homes	Car allowance:	No
Budget holder:	No	DBS required:	Basic

Job purpose

As a Multiskilled Apprentice, you'll support the delivery of a high quality, efficient, repairs and maintenance service.

You'll undertake a wide range of multiskilled tasks—such as general property repairs, joinery, plumbing, painting, decorating and plastering—while ensuring consistently high standards of customer service and excellent quality of work is delivered at all times.

Working as part of a team, you'll learn from experienced colleagues and attend college, undertaking exams and coursework, strengthening your skills to gain your Level 2 Carpentry and Joinery (site joinery pathway) 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 or above in English and Maths
- Enthusiasm for Multi-skilled work – eg joinery, plumbing
- Passion to grow career in multi-skilled trades
- Good practical skills with a methodical approach to work

- A positive, customer-focused approach, with the ability to communicate professionally, show empathy, and represent Yorkshire Housing with respect in customers' homes
- High levels of drive, conscientiousness and self-motivation
- Reliability and punctuality, with a proactive approach to deadlines and preparation
- Ability to manage own workload, including time and deadline management
- Strong verbal and written communication skills
- Ability to work both independently and as part of a wider team
- Health and Safety Awareness
- Ability to build positive working relationships with colleagues
- Computer literacy or willingness to learn new systems through training
- Aged 16 or over by September 2026
- Eligible to live and work in the UK and have lived in the UK for the past 3 years
- Not already hold a qualification in a similar subject at the same level, or a higher level than the apprenticeship they are applying for
- Not in full-time or part-time education during the apprenticeship

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:

February 2026