

**Job Title:** Apprentice (Electricians, Plumber/Heating Engineers & Carpentry/Joiners & Multi-trade)

**Reporting To:** Team Leader / Lead Service Engineer

**Purpose:** Training and working to deliver highest quality Right First Time service, undertake installations, Day to Day Responsive and Planned repairs to properties and communal areas. Working as efficiently as possible to support the achievement excellent customer satisfaction results across multiple contracts.

## Value

KPIs	
<ul style="list-style-type: none"> <li>Ensure individual productivity and performance levels are maintained within required timescales or to targets. Assist work as efficiently as possible and to an agreed standard.</li> </ul>	<i>Ensure a professional service is delivered at all times</i>
<ul style="list-style-type: none"> <li>Develop an understanding of the MSi platform and technology, assist in completing information on MSi, including job notes/codes/materials.</li> </ul>	<i>Ensure stock levels are maintained at all times</i>
<ul style="list-style-type: none"> <li>Help to ensure van stocks are managed effectively and keep accurate records available at all times</li> </ul>	<i>Effective materials management</i>
<ul style="list-style-type: none"> <li>Contribute to the agreed programme and timescales to complete all works on time and budget with accurate notes and job information</li> </ul>	<i>Work to exceed the minimum requirements of jobs completed per day</i>
<ul style="list-style-type: none"> <li>Help to identify cost savings where possible to assist the company in achieving our commercial aims</li> </ul>	

## Right First Time

KPIs	
<ul style="list-style-type: none"> <li>Assist with diligent problem solving, resolve and complete jobs at first visit to achieve excellent customer experience results, undertaking fault-finding and diagnostic work as determined by training/within competency under supervision</li> </ul>	<i>Consistent delivery of repairs to the highest standard &gt; 95%</i>
<ul style="list-style-type: none"> <li>Carry out inspection and testing on existing installations as necessary under supervision</li> </ul>	<i>Contribute to maintaining a high First Time Fix rate as expected by the Company and Client</i>
<ul style="list-style-type: none"> <li>Go the extra mile when needed to keep the customer happy and get the job done</li> </ul>	<i>Materials management</i>
<ul style="list-style-type: none"> <li>Work as a member of the team communicating effectively with management and with colleagues at all levels</li> </ul>	
<ul style="list-style-type: none"> <li>Manage time effectively to ensure First Time Fix is maintained to a high level</li> </ul>	<i>&gt;95% accuracy on MSi inputs</i>

## Customer Recommended

## KPIs

<ul style="list-style-type: none"> <li>Deliver exceptional customer service, demonstrate flexibility and adaptability</li> </ul>	<i>Effective working relationships and communication</i>  <i>&gt;95% customer experience</i>
<ul style="list-style-type: none"> <li>Be polite and courteous at all times</li> </ul>	
<ul style="list-style-type: none"> <li>Promote the Company by keeping yourself calm and well presented in clean Company uniform</li> </ul>	
<ul style="list-style-type: none"> <li>Communicate effectively with the customer</li> </ul>	

## People Promise

## KPIs

<ul style="list-style-type: none"> <li>Attend and participate in team meetings</li> </ul>	<i>Join in and take part in the Property Services 'Peoples Promise' activities</i>
<ul style="list-style-type: none"> <li>Demonstrate honesty with colleagues</li> </ul>	
<ul style="list-style-type: none"> <li>Work in conjunction with the Team to deliver a reliable service</li> </ul>	
<ul style="list-style-type: none"> <li>Participate where possible to make your mark</li> </ul>	<i>Model Company values and behaviours</i>  <i>Attendance at College and on training courses</i>
<ul style="list-style-type: none"> <li>Attend College ensuring a good level of attendance and performance is attained to satisfy your apprenticeship agreement</li> </ul>	
<ul style="list-style-type: none"> <li>Actively seek to develop skills and knowledge, attending training courses provided by the Company</li> </ul>	

## Safe

## KPIs

<ul style="list-style-type: none"> <li>Develop an awareness of Health and Safety files and Risk and CoSHH assessments</li> </ul>	<i>Contribute to H&amp;S Morgan Sindall Property Services 'Gold' Standard</i>  <i>Actively participate to minimise non – conformances with regard to Health and Safety</i>  <i>Monthly Engineer Audits</i>
<ul style="list-style-type: none"> <li>Be responsible for your own safety and that of others as set out in the Company H&amp;SE Policy</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure tools are kept in good working order</li> </ul>	
<ul style="list-style-type: none"> <li>Report any accidents, incidents, near misses</li> </ul>	
<ul style="list-style-type: none"> <li>Always wear the appropriate PPE</li> </ul>	
<ul style="list-style-type: none"> <li>Attend Tool Box Talks</li> </ul>	

## Technical Skills, Knowledge and Attitude

\* either core (specialist) trade basic to intermediate level in years 1 & 2 of apprenticeship programme, and working from intermediate to advance in core trade year 3 etc. For multi-trade roles as per specialist/core trade and others at learning from basic working towards intermediate.

Safe

People Promise

Right First Time

Value

Recommended

	Basic	Intermediate	Advanced
Electrical			
Plastering	✓*		
Carpentry	✓*		
UPVC Repairs and Glazing			
Tiling	✓*		
Plumbing	✓*		
Heating (Domestic or Commercial)			
Painting	✓*		
Drainage			
People Skills	✓		
Flexibility/Adaptability	✓		