



CARPENTRY APPRENTICE

The Wrekin
Housing Group

Job Description and Person Specification
April 2025

The Wrekin Housing Group

Carpentry Apprentice

Responsible to: Maintenance Supervisor

Job Purpose:

- To train as part of the team and assist in the provision of a quality maintenance and improvement service to all properties, both occupied and unoccupied
- The maintenance and improvement duties will cover a range of carpentry and associated works, relevant to the post holders' skills and qualifications as they progress through the apprenticeship programme
- To successfully complete a Level 2 qualification in Carpentry and Joinery

What you will gain:

- On-the-job training and mentorship from experienced professionals
- A nationally recognised qualification in Carpentry and Joinery
- Practical experience in a real working environment, developing key skills
- Career progression opportunities upon successful completion of the apprenticeship
- A supportive and welcoming team that values compassion, commitment, and collaboration

Key Responsibilities:

- Assist in preparing for work tasks, including gathering materials and scheduling appointments
- Help arrange follow-up appointments as needed
- Communicate politely with tenants and customers
- Follow health and safety guidelines to protect yourself and others
- Assist with paperwork and digital records related to the work
- Use relevant technology to complete tasks
- Occasionally work outside normal hours for events

Training:

- Attend college regularly and work extended days if required
- Take part in training courses with a positive attitude
- Complete extra work if needed to support your qualification

General Responsibilities:

- Support the Group's mission and focus on continuous improvement
- Follow company rules and industry regulations
- Uphold policies on health and safety, equal opportunities, and diversity
- Take responsibility for personal development and learning
- Provide excellent service to tenants and customers
- Work towards performance goals and improve with feedback

Person Specification

Carpentry Apprentice

Qualifications:

- To have completed their level 1 in Key skills or equivalent to, and literacy and numeracy, or demonstrate the ability to obtain the qualification
- In order to complete this carpentry or joinery Apprenticeship, you will be expected to complete an initial assessment in Mathematics and English to ensure you are at a suitable level to work towards this qualification

Knowledge, skills, and experience:

- Good communication (written and verbal)
- Reliable, punctual, and able to meet deadlines
- Willing to learn, train, and develop skills
- Positive attitude, teamwork, and confidence
- Eager to learn maintenance tasks efficiently
- Ability to work independently over time
- Willing to use new technology for job tasks
- Must have or be working towards a full driving license (if required by age)
- Experience in construction, especially domestic repairs, is preferred
- Customer service experience with homeowners or tenants is beneficial

Values:

- **Inspire positive change**

We embrace innovation. We are not afraid to go the extra mile to provide even better services.

- **Everyone matters**

People are at the heart of our team and every team member across the whole community counts.

- **Communicate clearly**

We respect colleagues and customers while recognising the importance of open conversations.

- **Grow together**

We support each other and take pride in our collective success

Competencies to achieve:

- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services