



ELECTRICAL APPRENTICE

The Wrekin
Housing Group

Job Description and Person Specification
April 2025

The Wrekin Housing Group

Electrical Apprentice

Responsible to: Maintenance Supervisor

Job Purpose:

- To train as part of the team to 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 Electrical and associated works, relevant to the post holders' skills and qualifications as they progress through the apprenticeship programme
- To successfully complete a Level 3 in Electrical Installation and Maintenance

What you will gain:

- On-the-job training and mentorship from experienced professionals
- A nationally recognised qualification in Electrical skills
- 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 organising materials and appointments
- Help arrange follow-up visits when needed
- Communicate politely with tenants and customers
- Follow health and safety guidelines at all times
- Support with paperwork and digital records
- Learn and use relevant technology for the role
- Occasionally work outside normal hours for events

Training:

- Attend college regularly, including extended hours if required
- Participate in training with a positive attitude
- Complete extra work if needed for your qualification

General Responsibilities:

- Support the Group's mission and focus on improvement
- Follow company policies, including health and safety and equal opportunities
- Take responsibility for learning and sharing knowledge
- Deliver excellent customer service and work towards performance goals

Person Specification

Electrical Apprentice

Qualifications:

- To have a GCSE (or equivalent) at grade 8-4, (A-C) which must include English Language and Math's or Level 2 functional skills equivalent.

Skills, knowledge, and experience:

- Good communication skills (written & verbal)
- Reliable, punctual, and able to meet deadlines
- Willing to learn, train, and develop skills
- Positive attitude, teamwork, and confidence
- Keen 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)
- Preferably some experience in construction, especially domestic projects
- Customer service experience in repairs or maintenance is beneficial

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