



# PLUMBING APPRENTICE

**The Wrekin**  
Housing Group

Job Description and Person Specification  
April 2025

## **The Wrekin Housing Group**

### **Plumbing 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 Plumbing 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 Plumbing and Heating Engineer Level 3

**What you will gain:**

- On-the-job training and mentorship from experienced professionals
- A nationally recognised qualification in Plumbing and Heating
- 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 organizing materials and appointments
- Help arrange follow-ups when needed
- Communicate politely with tenants and customers
- Follow health and safety rules at all times
- Support with paperwork and digital records
- Learn and use job-related technology
- 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 goals and continuous improvement
- Follow company policies, including health and safety
- Take responsibility for learning and sharing knowledge
- Deliver great customer service with enthusiasm
- Work towards performance targets and improve where needed

## **Person Specification**

### **Plumbing Apprentice**

#### **Qualifications:**

- A minimum of 3-5 GCSE's grades 9-4 or equivalent in English, Math's and ideally Science. Relevant work-based experience would also be considered.

#### **Skills, knowledge, and experience:**

- Good communication skills (written & verbal)
- Reliable, punctual, and able to meet deadlines
- Willing to learn and develop skills
- Positive attitude, teamwork, and confidence
- Keen to learn maintenance tasks efficiently
- Ability to work independently over time
- Willing to use job-related technology
- Must have or be working towards a full driving license (if required by age)
- Preferably some experience in construction, especially domestic work
- 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