

Job Title	Apprentice Joiner
Business Unit	Home Fix Scotland
Salary	Agreed CITB/SNIPEF/SECTT apprentice pay rates
Reporting Structure:	Trades Supervisor.
Key Stakeholders:	Customers; other employees; partner agencies, consultants, and suppliers; Elected representatives; statutory and voluntary agencies.

Job Purpose:

To carry out maintenance and planned works on a variety of properties.

Key areas of responsibility (What you'll deliver):

- To carry out a wide range of work associated with the maintenance of RCH Group properties.
- To undertake all work to a high standard with minimal risk to those it may affect.
- To carry out all types of maintenance work in a multi-skilled environment.
- Undertake appropriate working across trades during peaks/shortfalls of trade skills.
- Ensure that repairs are carried out within the appropriate time limits.
- Liaise with other building trades for the coordination of work activities.
- Undertake work in accordance with current trade/industry specifications and designs.
- Utilise hand-held or other mobile devices or any other IT service improvement techniques Liaise with other building trades and relevant staff.
- Wear appropriate protective equipment relevant to the task.
- Works in a safe courteous manner and follows directions from both Supervisor & Tradesman.
- Report all accidents and/or hazardous occurrences to their supervisor.
- Assess risks associated with work activities and/or carry out works in accordance with relevant risk assessments.
- Provide a high standard of service to all tenants, residents and owners.

Expected behaviours/competencies (How you'll deliver): CF Level 1

Business and Improvement Focus	<p>Contributes to planning of targets and objectives for own team</p> <p>Focuses personal effort on activities that contribute to improving performance and is open and receptive to new ideas and readily adopts new ways of working.</p> <p>Seeks relevant advice/information from appropriate sources and offers new ideas and solutions to current challenges.</p> <p>Shows enthusiasm for developing understanding of organisational challenges and solutions</p>
Customer Focus	<p>Treats customers as individuals by dealing with them in a confident and competent manner.</p> <p>Resolves customer enquiries promptly at point of contact and only refers to others when genuinely appropriate.</p> <p>Interacts well with all customers taking into account the different needs of customers.</p>
Strategy and Policy Development	<p>Makes decisions in line with organisation strategies, policies, and procedures and how these apply to own role within Home Fix Scotland.</p> <p>Understands strategies and policies and how these impact in own team.</p>
Financial Awareness	<p>Understands the need for why annual budgets are set.</p> <p>Understands the need to work within defined budgets.</p> <p>Works co-operatively with management on identifying efficiency improvements.</p>
Managing Performance	<p>Works to high standard with minimum supervision and support and</p>

	<p>demonstrates a strong desire to deliver agreed objectives and identifies the steps needed to achieve these.</p> <p>Applies own knowledge and experience to resolve problems, keeping track of own progress, completing work to deadlines or informing others when targets can't be met.</p> <p>Shares own knowledge and skills openly with others to improve performance and accepts and acts on feedback on own performance, reacting appropriately to both constructive criticism and praise.</p>
Decision Making	<p>Assesses information available before deciding on course of action taken.</p> <p>Uses previous experience, standard procedures and common sense to make decisions.</p> <p>Can recognise when decisions need to be referred to line manager.</p>
Teamwork	<p>Shows sensitivity and respect for others' feelings, cultures and beliefs, showing respect for diversity.</p> <p>Makes a positive contribution to the team, supporting colleagues in their day-to-day work.</p> <p>Handles disagreements as they occur, seeking a constructive solution</p> <p>Shows enthusiasm to broaden own experience, knowledge and skills for own team.</p> <p>Welcomes new staff to organisation by sharing own knowledge and experience in applying organisational procedures.</p> <p>Provides support and feedback to new and existing colleagues when needed.</p>
Leadership and Role Model	<p>Is open and honest and is a good role model to other staff.</p> <p>Readily accepts responsibility for decisions and actions taken, including difficult but necessary one.</p> <p>Is knowledgeable about developments, ideas and opportunities in own team and in greater team in the organisation.</p>
Communication	<p>Actively listens to what is said and asks questions to aid understanding when unclear.</p> <p>Presents spoken and written information clearly and concisely.</p> <p>Relays information obtained from customers on service levels, needs and preferences to line manager.</p> <p>Keeps customers fully informed of outcomes to any query raised, even if not able to answer query immediately.</p>
Equalities and Diversity	<p>Treats everyone with respect.</p> <p>Is prepared to increase own knowledge of the varying needs of customers/ colleagues from different backgrounds and experiences</p> <p>Considers impact of own actions on others and amends behaviour as appropriate.</p> <p>Challenges inappropriate behaviour and language in others.</p>
Health and Safety	<p>Shows good awareness of health and safety regulations in the workplace.</p> <p>Ensures own behaviour complies with all health and safety requirements.</p> <p>If a potential H & S risk to themselves or others is identified by them, this will be immediately reported to their line manager.</p>

<p>To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):</p> <ul style="list-style-type: none"> • Must have or be expected to achieve, 2 National 5's (or equivalent) in English and a Craft Related Subject such as Craft & Technology or have completed a relevant Foundation Apprenticeship. • Be willing to attend work and college and commit to meeting agreed timescales and targets in relation to attaining the SCQF Level 6 qualification within 4 years. • Having confidence in your written and verbal communication. • Having good numeracy skills. • Having the ability to work accurately and give attention to detail. • Being able to work well within a team, knowing when to ask for assistance/guidance. • Being able to plan and organise workload efficiently and effectively. • Being flexible in your approach to work. • Be proactive and willing to learn. • Must have licence or commit to working towards attainment of full UK driving licence during apprenticeship (self-funded).

<p>Meta Skills Framework:</p> <p>Self-Management</p> <ul style="list-style-type: none"> • Works safely • Stays focused on tasks • Manages time well • Organises work effectively • Tries hard and wants to learn • Asks for help when needed • Adapts to new ways of working <p>Social Intelligence</p> <ul style="list-style-type: none"> • Communicates clearly • Listens well • Works well with others • Treats everyone with respect • Helps teammates and shares knowledge • Gives good customer service <p>Innovation</p> <ul style="list-style-type: none"> • Looks for better ways to work • Uses common sense to solve problems • Knows when to ask a manager about a decision • Understands the basics of policies and why they matter

<p>Proposed evaluation criteria:</p>			
<p>No evidence presented by candidate</p>	<p>Limited, or inconsistent evidence presented by candidate</p>	<p>Clear evidence demonstrated by candidate</p>	<p>Evidence presented by candidate above and beyond expected</p>