

Job Title	Apprentice Painter
Business Unit	Home Fix Scotland
Salary	Agreed CITB 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 &amp; S risk to themselves or others is identified by them, this will be immediately reported to their line manager.</p>

**To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):**

- Must have or be expected to achieve, National 4 (or equivalent) grade C or above in English and a technical subject 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).

**Meta Skills Framework:**

**Self-Management**

- 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

**Social Intelligence**

- Communicates clearly
- Listens well
- Works well with others
- Treats everyone with respect
- Helps teammates and shares knowledge
- Gives good customer service

**Innovation**

- 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

**Proposed evaluation criteria:**

**No evidence presented by candidate**

**Limited, or inconsistent evidence presented by candidate**

**Clear evidence demonstrated by candidate**

**Evidence presented by candidate above and beyond expected**