

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Maintenance Assistant Level 1 (Apprentice)
Job Evaluation ID:	1942EN
Grade:	3
Directorate:	Social Services and Housing
Division:	Caerphilly Homes
Section:	Housing Repair Operations / PAMS / WHQS
Location:	Tir-Y-Berth / Various work sites across the County Borough
Responsible to:	Foreman

JOB PURPOSE

An apprenticeship is a developmental role whereby the post holder will be required to undertake a training programme which will include attendance at college on day release to complete appropriate qualifications in a relevant trade.

The post holder will undertake duties during the course of the apprenticeship to provide support and assistance to Maintenance Technicians. The duties undertaken will be dependent on the level of competence attained over the course of the apprenticeship in the repair, maintenance and refurbishment to domestic properties.

KEY RESULT AREAS

Assist the Maintenance Technicians in pre-inspecting and diagnosing selected repair requirements via the Maintenance Schedule of Rates.

Assist and support the Maintenance Technicians to achieve acceptable industry standards in all building works completed and ensure repairs, maintenance and refurbishment works are undertaken within agreed timescales and to customers' satisfaction.

Undertake allocated routine repairs and maintenance along with WHQS and PAMS installations, relevant to the level of capability and training received, in a considerate manner within agreed timescales, achieving customer satisfaction and meeting acceptable industry standards.

Throughout the training apprentices will be expected to achieve the required level of performance in respect of productive output, job completion deadlines, kept appointments and customer satisfaction to ensure value for money, quality of outputs to all service stakeholders and contribute towards the financial viability of Maintenance services.

DETAILED TASK PROFILE

All job descriptions refer to the principle duties of the post. It does not necessarily list in detail all the tasks required to carry out these duties and responsibilities.

The apprenticeship will generally comprise of four days on-the-job training and one day release at a local college to complete appropriate qualifications in a relevant trade. During the course of the apprenticeship there will be a requirement for the following:-

Year 1 and 2

- Apprentices will be provided with the opportunity to gain job-related skills through on-the-job training. Apprentices will learn by working alongside and observing more experienced technicians and by being shown how to do specific work tasks.
- Attend an in-house apprentice induction-training course and complete a development portfolio of work experience and training developments.
- Apprentices will undertake a variety of specific in-house training courses relating to health and safety, safe systems of working and manual handling.
- If not already obtained, apprentices are expected to have attained an appropriate Level 2 qualification on the Credit and Qualifications Framework for Wales within the first two years of their tenure.
- Apprentices will be expected to undertake basic trade repair, maintenance and construction work under supervision, relative to the level of competence and skills attained.

Year 3

- Apprentices will be expected to complete a wider range of routine trade repair, maintenance and construction work, unsupervised relative to the competence and skills attained.
or
- Subject to Head of Service approval and supported via the Performance and Development Review process, designated apprentices may be given the opportunity to attain a Level 3 qualification on the Credit and Qualifications Framework for Wales in a relevant trade.

Year 4

- Electrical and Plumbing apprentices may be required to undertake additional qualifications in their respective trade in order to comply with current electrical and gas safety regulations.

General

- Accurate completion of job tickets and timesheets, describing works undertaken in sufficient detail to assist in the calculation of performance and invoicing data.
- Action the instructions and requirements relating to the delivery of a building maintenance service via the various methods adopted for work allocation.
- Accurately record work undertaken via the Maintenance/PAMS Schedule of Rates identifying relevant Schedule of Rates codes, actual working time, materials and plant used in the execution of allocated building maintenance work, relevant to the level of capability and training received.
- Ensure the safe use and storage of plant and materials issued to the post holder in the course of their duties.
- Attend and participate in training initiatives specific to the post holders role and the requirements of the service.
- Adhere to Health and Safety legislation and relevant Council policies and procedures and take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts or omissions.

KEY WORKING RELATIONSHIPS

Contact with tenants and members of the public, a range of Local Authority officers, Trade Union Representatives, contractors, sub-contractors and suppliers.

Support Maintenance Officers to ensure that repairs, maintenance and refurbishment works are undertaken within agreed timescales and to customer satisfaction and needs.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits. During the final year of the apprenticeship, provide some support to Maintenance Assistants in assisting with work familiarisation etc.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Ensure the efficient use of the department's resources, materials and plant.

Ensure the safe use and storage of plant and materials issued to the post holder in the course of their duties.

Data Systems

Assist with the control, management and efficient operation of an Imprest Stock System, stores and local suppliers in the efficient utilisation of materials associated with building maintenance work.

Commit to the use of new technology within the job function and maintain all associated systems of work.

WORKING ENVIRONMENT

Site based role, which can be physically demanding and operates within changing environments both internally and externally.

Ensure that all activities conform to the relevant Risk Assessments, Method Statements, Safe Systems of Work and/or relevant Health and Safety legislation.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	Yes
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Relevant craft or trade Level 1 qualification on the Credit and Qualifications Framework for Wales.	Completion of or working towards a relevant craft or trade Level 2 qualification on the Credit and Qualifications Framework for Wales.
KNOWLEDGE	Knowledge of associated building trade practices relevant to the level of training received.	
SKILLS	<p>Ability to communicate effectively.</p> <p>Able to interpret and action work instructions.</p> <p>Able to maintain minimum standards identified by maintenance technicians, foreman or line manager.</p> <p>Ability to meet targets and objectives within timescales.</p> <p>Capable of working on own initiative or within a team environment.</p> <p>Ability to utilise technology in the workplace.</p>	<p>Practical skills and technical ability (<i>relevant to the level of training received</i>) associated with relevant building trade.</p> <p>Welsh language skills.</p>
EXPERIENCE	Relevant experience within a repairs and maintenance environment.	<p>Previous local government/housing association/health board trust experience.</p> <p>Building/Construction training and/or experience in the building/construction industry.</p>

	ESSENTIAL	DESIRABLE
OTHER	<p>Flexible in approach to work duties.</p> <p>Self motivated.</p> <p>Flexible in approach to working hours during the normal working week and job skills.</p> <p>Punctual, reliable and ability to meet prioritised work.</p> <p>Customer focused attitude.</p> <p>Availability and willingness to work during an emergency situation if required.</p>	<p>Must be willing to embrace change.</p>

COMPETENCY FRAMEWORK

CORE COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
Job Knowledge	Level 1: Understands the role to perform duties effectively and efficiently. Appreciates the need to support and respect equalities principles. Able to confidently answer questions on area of responsibility. Understands the impact of own work on others.
Communicating and Persuading	Level 2: Communicates with colleagues and customers in an appropriate way consistent with their level of understanding. Confirms understanding with others and shows appreciation of the views and opinions of colleagues and customers. Can find common ground on which to move forward.
Customer Service	Level 1: Delivers a very high standard of service to all customers both internal and external. Maintains a positive image of the Council. Puts themselves in the customer's shoes. Understands what is expected in terms of customer service. Understands the importance of equalities issues in customer service.
Innovation and Change	Level 1: Open and receptive to new ideas. Looks at how can improve own job process to improve performance and makes suggestions for improvement. Adapts well to change.
Problem Solving	Level 1: Uses common sense to deal with routine issues. Can quickly identify a problem, establish the correct course of action from a limited range of well-established options and implement the right solution. Escalates problems to line manager or appropriate officer if the issue is non-routine.
Decision Making and Judgement	Level 1: Confident in resolving day-to-day issues. Demonstrates sound judgement within the scope of the role. Refers more complex problems to team leader.
Planning and Organising	Level 1: Completes workload within timescales set. Plans and prioritises own time. Keeps track of own tasks. Updates others when spots a potential problem. Works to targets set and delivers results.
Personal Drive and Effectiveness	Level 2: Looks at opportunities to continuously improve performance, knowledge and skills. Delivers to plans and targets. Willingly accepts challenging goals. Works effectively without direct supervision. Displays resilience and tenacity to demands faced. Seeks feedback from others on own performance.
Teamwork	Level 1: Supports team working and morale positively. Co-operates with colleagues and manager to improve team effectiveness. Understands where role fits into the team. Aware of own impact on others. Contributes fully to the team. Treats all colleagues with dignity and respect.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
People	NA
Political Understanding	NA
Leadership	NA
Resources and Performance	NA

POST AUTHORISATION

HEAD OF SERVICE:	Nick Taylor- Williams	DATE:	29/04/2022
MANAGER:	Alan Edmunds/Jason Fellows	DATE:	29/04/2022
HR:	Janine Harrington	DATE:	29/04/2022

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	