

Role Profile – The What, The Where, The How

POSITION	Apprentice Fenestration Installer	REF	SERV66
TEAM	Services	LOCATION	Coastline House
VERSION	1	LAST UPDATED	June 2025

THE PURPOSE OF THIS ROLE IS TO

Assist with the maintenance of the company's internal and external contracts; and to attain the required knowledge, skills and attitude to obtain a Level 2 Fenestration Installer Qualification and a trade-specific CSCS card through a dedicated and committed programme of work and college-based learning whilst working within a social housing environment.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. All UPVC and Multi-skilled duties relating to building and response maintenance including out of hours service.
2. Ensuring works are carried out in the most cost-effective and efficient manner.
3. Attending assessor session (usually every 10-12 weeks) and working with your assigned mentor to learn a wide variety of trade skills through practical tasks and theory lessons. Also, to complete a portfolio of evidence in the workplace and receive assessment visits from a qualified assessor.
4. The care and condition of company vehicles and equipment in accordance with relevant policies.
5. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Work effectively, both independently and as part of a team; be self-motivated, dependable and conscientious, flexible and adaptive, and be prepared to work overtime as required

- Has a clean and tidy work ethic
- Evidence of a sound level of education including Math's and English GCSE at grade 5 or equivalent
- Has basic general building and maintenance knowledge or experience, and basic IT knowledge and experience
- Experience of working in a customer-focused environment and in a team
- Has a satisfactory Basic DBS check;

Some experience in the following would be an advantage:

- A full driving licence
- Health and safety training and an understanding of health and safety at work policy and practices
- Local housing knowledge and an understanding of social housing

General Obligations – For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Windows and Door Supervisor

CONTACTS

Internal

- All staff across the company

External

- Customers, suppliers and contractors