

## ROLE PROFILE

<b>POSITION</b>	<b>Technical Services Apprentice</b>		
<b>TEAM</b>	Technical Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	December 2018

### PURPOSE OF ROLE

To acquire experience and skills whilst undertaking a professional training and development programme.

This trainee role has a broad remit as the job holder will be given opportunities to learn and acquire skills and experience in a range of functions, across Technical Services.

## KEY ACCOUNTABILITIES

1. To work with the Technical Services team to gain experience, skills and knowledge.
2. To undertake the apprenticeship training and development plan.
3. To be actively participate in activities and tasks set out during the apprenticeship.

## GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

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 Operational Maintenance Manager or Property Investment Manager

## CONTACTS

### **Internal**

- All staff teams

### **External**

- Customers
- Contractors
- Partnership Agencies

## PERSON SPECIFICATION

<b>POSITION</b>	<b>Technical Services Apprentice</b>		
<b>TEAM</b>	Technical Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	December 2018

<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> <li>✓ Strive to be the best</li> </ul> </li> <li>• Good communication skills.</li> <li>• Ability to work on own initiative and prioritise workload.</li> <li>• Able to work as part of a team.</li> </ul>	
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Good standard of education, with a minimum of 5 GCSEs, including Maths and English Grade C or above.</li> </ul>	<ul style="list-style-type: none"> <li>• A Level or HNC/HND equivalent qualifications.</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Experience of working in a group context, not necessarily gained in a workplace environment, or the ability to display confident presentation skills and communicate effectively with peers and others.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of youth and community involvement or participation in organised activity, e.g. sports clubs, after school activities etc.</li> </ul>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Able to relate to all ages and groups of people.</li> <li>• An understanding of what social housing is and what Housing Associations do.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of both one-to-one and group work.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to work flexible hours.</li> <li>• Willing to undergo training and development, including taking relevant professional qualifications.</li> <li>• Basic DBS check (undertaken by Coastline).</li> <li>• Full driving licence and access to vehicle.</li> </ul>	