

## Role Profile

# Apprentice Joiner

## In-House Repairs

<b>Reporting Structure</b>	Reporting directly to In-House Repairs Team Manager and contributing to the Operations Directorate.
<b>Salary Band</b>	<b>Real Living Wage £13.45 per hour (FTE £23,779.60)</b>
<b>Contract &amp; Hours</b>	Fixed Term 34 hours per week worked over 4 days on a rota basis between 8am and 5pm Monday to Friday, long weekend every 5 weeks.
<b>Workbase</b>	This post involves regular travel within the geographical region for which the post covers (East or West).

## Role Summary

An apprentice will assist our trade operatives to deliver a high-quality repairs service to our tenants, gaining the required skills and knowledge of the trade whilst also gaining the relevant vocational qualification. As part of the training, you will also work alongside the wider team to develop your skills, knowledge and experience across other trades.

## Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided

- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, this commitment underpins how we work. For those in leadership and management roles, it also means creating the conditions for others to succeed: modelling our values, leading by example and ensuring teams are equipped and empowered to deliver an exceptional service experience for everyone we connect with.

## Key Responsibilities

- Assisting with fault finding, inspections and general Joinery and Cyclical / Investment works
- Understanding the various tools of the trade
- Building an extensive portfolio of evidence to achieve a vocational qualification
- Carrying out risk assessments and ensuring COSHH information is followed
- Complying with all Loreburn's Health & Safety policies, procedures and guidelines and all other such policies and associated procedures
- Ensuring appropriate PPE is worn at all times

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

## Person Specification

Category	Requirement	Essential or Desirable
<b>Qualifications and Training</b>	National 5 in Maths and English.	E
	Must be willing to commit to formal training period of up to 4 years.	E
	Interest in the trade and willingness to attend college as required to complete qualification.	E
	Willingness to work towards a CSCS card.	D

<b>Knowledge &amp; Experience</b>	Basic understanding of IT (use of apps, emails etc.) and a willingness to learn systems to update data.	E
<b>Abilities, skills and attitude</b>	Good communication skills, timekeeping and work ethic.	E
	Excellent customer service skills.	E
	Ability to work as part of a team, follow instructions and able to use your own initiative.	E
	Demonstrable commitment to Loreburn's core values.	E
<b>General</b>	Provisional or full driving licence. Must be a clean current valid UK driving licence, i.e. without penalty points or endorsements.  If you have a provisional licence, you will need to obtain a full licence during the course of the apprenticeship.	E
	Flexible approach to work and ability to meet travel requirements involved.	E
	Undertake a pre-employment assessment.	E
	Ability to attend events, meetings and training as required.	E

A basic disclosure will be required for this role.

## Summary of Key Terms & Conditions

- **Salary:** £23,779.60
- **Hours:** 34 hours per week worked over 4 days on a rota basis between 8am and 5pm Monday to Friday, long weekend every 5 weeks.
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 4 months

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

## Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees

## Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

<b>G</b>	<b>R</b>	<b>E</b>	<b>A</b>	<b>T</b>
<b>Growth Mindset</b>	<b>Respect</b>	<b>Exceptional Tenant Experience</b>	<b>Accountable</b>	<b>Together</b>
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.