

The background of the page is a complex, abstract geometric pattern composed of various shades of grey and dark purple, creating a sense of depth and movement through overlapping planes and lines.

Job Information Pack
MAINTENANCE
APPRENTICE

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Maintenance Apprentice

Reports to: Head of Estates and Facilities

Background

The Maintenance Apprentice is a new role and will work under the direction/instruction of the Site Manager to assist in the provision and facilitation of maintenance and security services and thereby ensuring a safe working environment. The apprentice will develop skills and knowledge of all aspects of maintenance along the journey of their apprenticeship.

Purpose

The Maintenance Apprentice will;

- Ensure that standards are achieved and internal operations are performed in an effective and efficient manner;
- Provide a polite and courteous service to visitors, staff and residents via telephone and in person;
- Have a high professional standard and display a manner of enthusiasm and confidence;
- Have responsibility for carrying out repairs and maintaining facilities and services and carry out cleaning operations within all YMCA DG sites.

Main Responsibilities

The duties of the post are varied and will alter as the apprentice develops in the work environment to reflect the gains in their experience and knowledge. They will work under the direction/instruction of the Site Manager to assist in the provision and facilitation of maintenance and security services and thereby ensuring a safe working environment.

Corporate

- To maintain knowledge of YMCA Dulverton Group's operating environment.

Operations

- 1.1. Assist with minor repairs, such as minor plumbing, changing light bulbs, unblocking drains, repairing door furniture, etc.
- 1.2 Collect and assemble waste for collection.
- 1.3 Undertake cleaning duties such as graffiti removal, external site cleaning, litter picking and emergency cleaning duties as required.
- 1.4 Undertake routine client-tasks in connection with site related contractors e.g. cleaning and grounds maintenance.
- 1.5 Open rooms, open and shut blinds, unlock internal doors as required.
- 1.6 Assist with regular security checks, weekly test of Alarms and testing of emergency lighting.
- 1.7 Ensure the maintenance of clean and orderly environment.
- 1.8 Undertake basic manual and computerised record keeping.
- 1.9 Refill and replace consumables such as soap, paper towels and toilet rolls.
- 1.10 Report faulty equipment and other maintenance requirements to line manager.
- 1.11 Maintain security of all premises by securing entrances/exits and report possible breaches to the Site Manager.
- 1.12 Ensure lights and other equipment is switched off as appropriate.
- 1.13 Assist with the receipt, distribution, collection and despatch of goods.
- 1.14 Assist and participate in the organisation and movement of furniture within the building.
- 1.15 Maintain and arrange orderly and secure storage of supplies.
- 1.16 Operate everyday equipment in accordance with instructions.
- 1.17 Assist with Utility Meter reading.
- 1.18 Support other staff/colleagues in the efficient running of sites.
- 1.19 Contribute to providing an efficient, courteous, high quality service.
- 1.20 To know and understand the current policies and procedures of YMCA DG.
- 1.21 To be aware of complaints/problems and bring them to the attention of your line manager.
- 1.22 To provide accurate information with all aspects facilities including location, directions, amenities, facilities and room hire.
- 1.23 To ensure the well-being, satisfaction and comfort of all staff and residents within the limits of the Department and to establish a highly personalised style of service and attention to guests.

- 1.24 To make sure that Company Policy and the Vision are followed at all times.
- 1.25 To be fully aware of the organisations Fire Safety procedures and Health & Safety regulations.
- 1.26 To work in a considered and thought out manner to best assist your colleagues and maximise your learning.
- 1.27 Whilst working, try to consider what the next task, and subsequent tasks might be, in order to plan material, resource and transportation, to avoid delay in future works.

General

- 2.1 Provide quality service to all customers and stakeholders, in all assigned tasks while upholding the company's values at all times.
- 2.2 To undertake any other duties as deemed appropriate by your line Manager, Chief Executive or Board of Directors of the company.
- 2.3 To operate I.T. systems in line with company standards where required.
- 2.4 To attend training when required.
- 2.5 To be fully aware of and strictly adhere to Fire, Health and Safety and emergency procedures.
- 2.6 To adhere to all security procedures laid down by the company.
- 2.7 To be fully aware of and comply with company rules and regulations as identified in the team member handbook.
- 2.8 Throughout the training period the post holder will be expected to complete all educational and training as required.
- 2.9 To adhere to the local and national Health and Safety regulations and the organisations Policies and Procedures.
- 2.10 To sign a learning contract with the training provider and adhere to the agreement.
- 2.11 Your normal working day will be 9-5 Monday to Friday.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Scope and Limits of Authority:

- a) The individual is responsible to the Head of Estates and Facilities;
- b) The postholder will be one of the key staff, ensuring that the YMCA properties are seen as a safe, well presented and well managed community resource, in keeping with the aims and purposes;
- a) To be considerate to others and deal with all queries in a professional and courteous manner, and to act respectfully.
- d) To consistently deliver behaviours and approaches in line with person specification.

Person Specification

Requirement	Essential	Desirable
KNOWLEDGE/EXPERIENCE/QUALIFICATIONS		
Previous experience is not essential however, any previous work experience, interests or activities that involve dealing with customers/people, studying or practical skills relevant to the job description above, should be included in an application.		R
GCSE's in the A* - E range or equivalent	R	
Must meet minimum requirements of training provider for access to NVQ and apprenticeship programme	R	
SKILLS		
To be organised, accurate and flexible within your working	R	
To have an understanding and knowledge of confidentiality	R	
To be receptive to new ideas and responsive to change	R	
To have an awareness of the importance of health & safety	R	
Able to use IT equipment and systems	R	
A confident communicator	R	
Ability to prioritise	R	
Ability to maintain good records and administration	R	
Excellent verbal, written communication, and interpersonal	R	
Able to work on own initiative and as part of a team	R	
Commitment to personal professional development	R	
PERSONAL		
A positive approach to working with colleagues, customers and others	R	
A fast learner, able to act on instruction	R	
Physically fit and capable of lifting sometimes heavy equipment	R	
Can evidence an understanding and commitment to the principles of Equal Opportunities.	R	
Professional and diplomatic approach	R	
Attention to detail	R	
Accuracy	R	
Methodical and conscientious	R	
Calm under pressure	R	

Honesty and reliability	P	
Smart appearance	P	
Good time keeping	P	
Capable of an acceptable result to DBS check	P	

Main Terms of Employment

- Salary:** £8.00 per hour
- Contract:** Permanent until completion of Apprenticeship. Maximum of 18 months.
- Location:** Your usual place of work will be Gerald Townsend House, Bridgwater. You will however be required to work over all of our sites. Transport will be provided either through a company van driver, or public transport.
- Hours:** 37.5 hours per week, 30-minute unpaid lunch break to be taken during the day. These hours also include one day a week at college as part of your apprenticeship programme.
- Flexible working:** We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
- Holidays:** 5.6 weeks per year, plus statutory bank holidays. The line manager will arrange time off in lieu for bank holidays worked.
- Probationary Period:** The post holder will be subject to a 6-month probationary period (after commencement of Apprenticeship). During this time an assessment of the post holder's performance, duties and work patterns will be made. Following a satisfactory review at the end of the probationary period, you will be notified that your probationary period has been completed.
- Benefits:** Health and wellbeing of our staff is important to us. We offer regular training opportunities and a comprehensive benefits package. Including gym membership at a choice of locations, 10 days of free school holiday childcare, discounted childcare for 0-5's and a 1-night hotel stay at our locations.
- Learning Agreement:** All training costs will be covered by YMCA Dulverton Group, including some governing body qualifications.
- If you choose to leave employment at YMCA before your end of contract date you will be required to refund a percentage of your training costs.
- If you leave within 3 months of the end of your initial training period (you will be notified in writing when your initial training period is completed) you will be required to refund YMCA Dulverton Group 100% of your training costs.



After successfully completing 3 months of employment after the end of your initial training period, if you choose to leave before the end of your contract end date you will be required to refund YMCA Dulverton Group 70% of your training costs.

**Training to
be provided:**

Level 2 Certificate in Property Maintenance
Functional skills in Maths and English
COSHH
H&S
Award in Safe Moving & Handling
Award in Emergency First Aid at Work