



Connexus

# Job Description

## Property Maintenance Apprentice

**Department:** Repairs and Maintenance

**Direct supervisor:** Maintenance Supervisor

**Location:** Multi-Site

### 1. Job purpose

- To provide a professional, customer focused maintenance service to the homes of Connexus' Group's residents, empty properties and communal facilities. Adhering to health and safety regulations, ensuring the service aims to provide homes that are safe, comfortable, and well maintained are met through the delivery of a 'first time fix' repair service.

### 2. Dimensions

- To take care of company provided equipment, stock, power tools, and any other equipment provided for work.
- To work safely, and in accordance with the group wide healthy and safety policy.

### 3. Key objectives/performance measures

- To assist in all aspects of property maintenance, to ensure a 'first time fix' repair is achieved.
- Support the correct diagnosis and priority of repairs, ensuring effective communication with the supply chain to ensure the right materials are available at the right time to complete the repair.
- Deliver a high level of customer satisfaction, understanding the specific needs and circumstances of the customer and adapting the approach where required.
- Leave customers homes clean and tidy and ensure waste is disposed of in line with company policies.
- Update job status' in real time and record all work accurately and promptly.
- Ensure regular updates are provided to planner/schedulers and management in a professional and timely manner.
- Report any potential repairs or any safeguarding issues identified to Connexus whilst working in a customer's home.
- Ensure parts, materials and follow-on work is ordered on time and in line with company procedures.
- Work safely at height, utilising the appropriate equipment provided and report any accidents and/or issues promptly to Connexus' management where identified.
- Operate all machinery and tools in a safe manner, in line with the manufacturer's guidance and Connexus health and safety guidelines.

### 4. Skills and experience required

- An interest and willingness to work within the trade sector.
- Good numeracy and literacy skills

- Excellent interpersonal skills with the ability to communicate with colleagues and customers.
- Willingness to continually learn new skills, processes and equipment as part of personal development.
- Good communication skills, both verbal and written
- Demonstrates trust and respect in dealings with all customers and colleagues
- Approachable with the ability to work as an individual and as part of a team

## 5. Qualifications

- Minimum of 3 GCSE's predicted grade 9-4 (previously C or above), to include Maths and English is desirable.
- To either hold a current valid driving licence or obtain a full licence within 2 years of role commencement.

## 6. Key relationships

- Customers
- Supply Chain
- Management
- Colleagues

## 7. Organisation chart

**Reporting to:** Maintenance Supervisor

**Direct reports:** None

## 8. Standard requirements applicable to all roles

- Flexibility to undertake duties that reflect the scope and level of the role.
- Commitment to personal development and learning activities.
- Uphold Connexus' customer-focused values.
- Act as a Connexus ambassador.
- Ensure compliance with the Data Protection Act 2018, UK GDPR, and internal policies.
- Promote and practice equality, diversity, health and safety, and safeguarding principles.
- Maintain high data quality and follow data management protocols.