

Job Specification

Job title: Technical Apprentice - Void Property and Responsive Repairs

Service: Environmental Services

Grade: Apprenticeship rates of pay

Reporting to: Repairs Manager – Void Property and Responsive Repairs

Your job

As a Technical Apprentice you will be expected to gain knowledge and experience of liaising and consulting with tenants, leaseholders, agencies, contractors and other interested parties, to support works of repair, resolve site issues and give advice and information as required.

The job role will involve learning how to inspect Council's housing stock, provide detailed inspection records and creating work orders for contractors where required. You will gain extensive experience and knowledge of building defects and the remedies for repair.

You will also be required to spend a proportion of your time undertaking a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation. You will undertake a Level 4 Diploma in Construction and Building Services Management & Supervision apprenticeship, which includes a BTEC HNC Diploma in Construction and the Built Environment.

You will be enthusiastic and self-motivated, with the ability to operate effectively as a member of a team, whilst accurately following working procedures. You will also have the ability to use your own initiative to breakdown problems, ask the right questions and have the courage to take the appropriate action.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an on-going basis you will:

- ◆ Learn to undertake surveys, inspect properties, diagnose building defects and prepare reports and schedules of work ensuring that they are satisfactorily remedied within the agreed timescale
- ◆ Investigate and make recommendations on tenants applications for permission to carry out improvements and investigate tenants requests for compensation for improvements they have undertaken
- ◆ Liaise with and monitor contractors engaged on repair works
- ◆ Assist with complaints and service enquiries from tenants, leaseholders, and colleagues within other departments
- ◆ Undertake repairs administration
- ◆ Maintain accurate records of pre and post inspections and works undertaken
- ◆ Liaise with customers to ensure complaints are dealt with in a timely manner and enhance the customer experience
- ◆ Liaise with the other members of the team to ensure continuity of service during periods of holiday

and sickness leave

- ◆ Undertake training and development relevant to the role
- ◆ Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- ◆ The ability to undertake training and complete the relevant apprenticeship qualification
- ◆ The ability to plan and organise a complex workload with shifting deadlines in order to meet specific targets
- ◆ The ability to work accurately and follow instructions
- ◆ To be enthusiastic and committed to providing excellent customer care
- ◆ IT literate with the ability to use spreadsheets, databases and word processing packages
- ◆ To be keen to develop a wide range of skills required to work within a busy working environment
- ◆ The ability to work as part of a team both within the organisation and on an inter- agency basis
- ◆ Effective written and oral communication skills together with the ability to deal with both internal and external customers
- ◆ Able to work to tight deadlines and to make decisions to achieve the right outcome

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Staff Deal

Wigan Council

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed

Donna Hall CBE, Chief Executive

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed



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