

Job Description

Job title	Apprentice – Carpenter
Profession	Property Service
Band	XAPP
Directorate	CCO (Customer)
Accountable to	Delivery Manager

Job Purpose:

You'll become part of our trade team within the SNG Customer Directorate.

As an apprentice you'll be attending college and working to develop the skills to become part of our qualified workforce.

You'll work alongside our highly skilled mentors who'll reinforce your studies.

As a Carpenter apprentice within SNG, you'll assist Carpenters day-to-day in carrying out a range of repairs, maintenance and installation works in our customers' homes.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by Delivery Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Support the SNG Locality Team in all aspects of their work, including working in customers' properties, empty homes and communal areas.
- Follow a vocational development plan, gaining the skills to become a fully qualified Carpenter. This may include preparing and installing basic building components e.g. doors, straight staircases, wall and floor units and erecting structural carpentry and roof structures in domestic premises.
- Participate in learning and development activities to develop personal effectiveness and assist in improving performance in the role.
- Maintain compliance of all mandatory learning.
- Take ownership of your development needs and work with your manager to create a development plan that fits with the business strategy.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate goals.

- Observe and comply with SNG's policies and procedures continually promoting safe working practices and equality, diversity and inclusion.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider ensuring all customers receive the best service possible.
- Support your mentors and team to carry out the day-to-day job whilst observing and carrying out tasks as you develop your skills.
- Take ownership of your qualification plan with your manager and mentor to ensure that you are developing the right skills at the right time, in line with your qualification.
- Be an ambassador for the SNG Apprenticeship Programme by adopting the values and behaviours supporting a Great Place to Work.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of your role whilst meeting the changing needs of the organisation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Qualification:

As part of a recognised apprenticeship, complete the relevant industry recognised apprenticeship standard. For this post it will be the Level 2 Carpentry and Joinery (24 months)

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0		Claire Richards/Steph Akerman	May 2024	May 2024
2.0	4999	Rebranding	April 2025	