

Job Description and Person Specification

Job Title: [OBJ] Apprentice Electrician – Domestic Services

Department: Core Services

Reporting to: Senior Electrician

Grade: 1 - 2

Hours per Week: 40

Location: [OBJ] Bristol, Bath, Exeter, Gloucester, Wiltshire, South Wales

Special Conditions: Monday to Friday 8am-5pm

Key Responsibilities:

1. To assist the Management Team in the successful realisation of the Company's vision and plans in delivering excellent services.
2. To work as part of, and contribute to, high performing teams
3. To assist in the proactive development and service delivery of world class standards
4. To contribute positively to the implementation of the Company's vision, mission and operational plan.
5. To be a champion of change, communication, continuous improvement and empowerment, securing motivation, loyalty and support of colleagues.
6. To be involved in continually reviewing, improving and optimising the effectiveness and efficiency of working standards.

Specific Roles:

1. To develop an understanding of company systems
2. To develop and apply standard working procedures in electrical work
3. To develop customer service skills to promote positive customer experience.
4. To work towards the successful completion of NVQ qualification in Electrical Engineering
5. To report on exam results in Professional Development Reviews (PDR)
6. To manage and organise van stock efficiently

7. To maintain cleanliness and organisation of stores
8. Ensure job sites are kept neat and tidy for a positive customer experience
9. Handle waste management effectively, segregating waste materials
10. Prepare and organise materials and tools for job execution
11. Contribute to our social media content to showcase work experiences

Generic Roles:

1. To represent the Company with external customers and partners as required in the performance of duties or as directed by your line manager
2. To achieve agreed targets and key performance indicators across all areas of responsibility.
3. To adhere to Company policies, particularly those relating to equality and diversity, and General Data Protection Regulation (GDPR)
4. To adhere to Company Health and Safety policy and procedures, safe working practices outlined in GS38 and BS7671.
5. To be a role model supporting Company values and corporate management.
6. To actively develop yourself through staff development and training activities and to review your own performance and the performance of those who are responsible to you.
7. To undertake any other duties consistent with the key responsibilities and duties of the post, and as directed by your line manager.

Core Values

At MJP Electrical Services Ltd, we pride ourselves on delivering a world class to our customers.

To achieve this, MJP promise to:

- Carry out services in the most time efficient manner
- Always Keep the customer informed
- Adhere to the latest electrical and fire safety standards and ensure best practice
- Treat customers' homes with respect and care
- Be polite and friendly
- Be punctual
- Provide customers with an honest appraisal of worst-case scenarios

- Be trusted to provide the best service possible.

Person Specification

Area to be demonstrated	Essential	Desirable	How this will be assessed. (AF/TI/I)
Education & Training	<ul style="list-style-type: none"> • 5 GCSEs including Maths & English Grade C or higher 		AF TI
Experience & Knowledge	<ul style="list-style-type: none"> • Transferable work experience knowledge 	<ul style="list-style-type: none"> • Experience of working manually 	AF / I
Skills & Abilities	<ul style="list-style-type: none"> • Ability to communicate confidently • Ability to build and support positive working relationships • Confident IT skills, including the use of Apple iPad and iPhone • Ability to follow policy and procedure. • Excellent organisation skills 		AF / I
Personal Attributes	<ul style="list-style-type: none"> • Highly motivated and flexible, with a want to deliver the best possible service. • Reliable and committed to core values and delivering a high standard of work within timescales • A commitment to supporting the principles and practice of equality of opportunity 		TI / I

	<ul style="list-style-type: none"> • Positive attitude and willingness to contribute to a supportive team culture. • Punctual and reliable • Honest and trustworthy 		
Other	<ul style="list-style-type: none"> • UK driving licence • DBS 		I