



Creating great homes together

# Role Profile

**Position**

**Property Maintenance Apprentice**

**Reporting to**

**Contracts Manager**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, adaptable, and collaborative environment.
- To achieve a recognised qualification while gaining hands on experience.
- Two-year apprenticeship, where you will learn a range of building skills including carpentry, joinery, plumbing, plastering, brickwork and finishing skills, such painting/decorating and tiling.
- During the two-year apprenticeship there will be a commitment to attend college for a period of 16 weeks in block release stages, where you will ultimately achieve the qualification of L2 Property Maintenance Operative.
- The opportunity to continually develop your skills and industry knowledge.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- Being a great communicator by conveying your message clearly and effectively but also listening attentively to understand the needs and concerns of our customers
- Making a meaningful impact on our customers by providing an outstanding service, addressing their unique needs and challenges with empathy and dedication.
- Ensuring a safe and healthy environment for both our customers and team members.

## What you take care of

- Providing a great repair & maintenance service to our customers.
- Achieving a quality finish in all work that you do.
- Delivering a great customer experience.

## What you need to be successful

- Demonstrates a high degree of self-motivation, displaying an innate drive to achieve personal and professional goals.
- A commitment to excellence by continuous improvement, attention to detail, and a proactive approach to problemsolving.
- Possess a keen enthusiasm for performing manual tasks, alongside a dedication to enhancing skill development.
- An understanding of basic IT, including familiarity with agile technologies such as iPads.
- Customer focused with a desire to exceed customer expectations and deliver high levels of customer service at all times, whilst adhering to regulations and Magna Values.

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

- You will require 2 GCSEs in Maths and English (or equivalents) at grades C/4
- Prospective apprentices must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject.

Approved: V1/1124019