

Apprentice Electrician



Your role will be to learn from and support the current Electrical Team to deliver an **excellent** electrical service to our customers, including carrying out electrical installations, responsive repairs, and testing and maintenance work, while adhering to whg and current industry standards.

You'll be **accountable** for delivering **excellent** customer service and living our values at all times and be **trusted** to progress your own learning and development.

You will be expected to successfully complete a Level 3 Installation and Maintenance Electrician Apprenticeship and balance studying with working full-time.

What are my key responsibilities?

To assist in undertaking electrical testing and inspection of occupied and empty properties, ensuring excellent customer service and high standards of electrical safety.

- To assist in undertaking servicing, maintenance and installation of central and electrical heating systems in line with whg and manufacturers' guidelines
- To assist in ensuring that all relevant electrical documentation is completed and returned in accordance with deadlines
- To ensure that the Health and Safety at Work Act and all safety procedures are adhered to, including the use of personal protective clothing and equipment

- To ensure that risk assessments, quality procedures and work instructions are adhered to
- To assist in ordering of materials for works, including liaising with the Stores
- To assist in reviewing working practices on a regular basis ensuring continuous improvement and a high level of service to our customers
- To always demonstrate excellent customer service.

Relationships

- You'll report directly to an Electrical Team Leader and work closely with your Electrical Mentor
- You'll work closely with the L&D Team and college regarding your apprenticeship qualification
- You'll be required to work closely with colleagues in the wider Compliance and Building Safety Team, as well as working collaboratively with other areas of the business
- You'll be required to work with our customers.

Role requirements:

- A commitment to undertaking a Level 3 qualification in Electrical Installation and Maintenance
- A Grade 4 or above in Maths and English (Level 2 / GCSE grade C or above, or equivalent – or predicted to have, or be willing to undertake, Level 2 Maths and English functional skills alongside your apprenticeship)
- Good written and verbal communication skills
- A strong customer service ethos – always wanting to do the best for our customers
- The ability to work productively and in line with definitive timescales, whilst still adhering to excellent standards, working safely, and delivering excellent customer service
- Good IT skills which include the ability to confidently use all Microsoft Office applications, other applications and a handheld device.

We'll need you to be self-motivated, hard-working, committed and resilient to balance work and your apprenticeship. You'll need to be able to work well under pressure, manage your own time and priorities and adhere to a number of deadlines.

You'll need to be able to use your own initiative and work independently as well as being able to listen and take feedback.

We need you to have the aptitude to be flexible and responsive to allow a wide range of skills to be developed during the apprenticeship. You'll need excellent attention to detail and a logical mindset to be able to follow processes and procedures through to resolution to complete requested tasks.

You'll be a team player and be able to build relationships with customers and colleagues alike, being courageous enough to challenge where necessary and always do the right thing.

whg's values and behaviours

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent.

We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in Our 2030 Plan identify the behaviours that we expect all colleagues to display at whg.

Our values:



Trustworthy

You can rely on us. We are honest in everything we do.



Respectful

Valuing people and treating everyone with empathy and fairness.



Accountable

Taking responsibility for our actions and owning the delivery of our promises.



Collaborative

Achieving great things by working together.



Excellent

Striving to be the best and delivering the best outcomes for customers and the organisation.