

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Apprentice Plumbing and Domestic Heating Level 3		
Job Reference No.	AHOMEJD039	Date of issue:	April 2026

### The job in a nutshell...

This apprenticeship role supports the delivery of safe, high-quality plumbing and domestic heating works across Home Group homes. The apprentice learns how to maintain, repair and install plumbing and heating systems so customers have homes that are safe, warm and fully working. Alongside day-release study at college, the role builds practical skills on the job, applying learning in real situations while working to recognised standards for quality, safety and compliance.

### What success will look like...

Homes remain safe, warm and in good working order because plumbing and heating repairs and installations are completed to a consistently high standard. Work is carried out right first time, reducing repeat visits and disruption for customers. Tasks are completed in line with recognised industry standards, manufacturer guidance and Home Group procedures, ensuring systems operate reliably and meet all safety and compliance requirements.

Customers experience respectful, professional and reliable service during every visit. Homes are left clean and safe, and work is clearly explained in a way customers can understand. Issues are resolved or escalated appropriately, so customers feel listened to and confident in the service they receive. Positive feedback reflects the care taken while working in people's homes.

Learning from college is applied effectively in day-to-day work. Knowledge of plumbing and domestic heating systems grows steadily, supported by practical experience on site. Skills develop across hot and cold-water systems, heating, sanitaryware and drainage. Progress is evident through increasing confidence, improved problem diagnosis and the ability to complete a wider range of tasks with reduced supervision.

Maintenance jobs are recorded accurately using mobile technology. Information is entered in real time, creating clear records of work completed, materials used and follow on actions required. This supports strong planning, compliance reporting and cost control, and ensures colleagues have reliable information to manage future repairs and customer enquiries.

Health and safety standards are always followed, keeping customers, colleagues and the apprentice safe. Risks are identified and controlled before work starts, and safe working

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practices are used consistently. Tools, equipment and materials are handled correctly, helping prevent accidents and damage while building a strong safety culture across the team.

The apprentice qualification progresses as planned because study time is used well and college requirements are met. Assignments are completed on time, and evidence is gathered from real work activities. Support is sought when needed, helping the apprentice stay on track to complete the Level 3 qualification and meet professional standards for the trade.

Team working is strong because the apprentice contributes reliably and learns from others. Instructions are followed carefully, feedback is acted on, and support is offered where appropriate. Trust builds within the team as the apprentice becomes someone others can rely on to carry out tasks properly and represent Home Group well on site.

Professional behaviours reflect Home Group values in every interaction. Customers, colleagues and partners are treated with respect, and confidential information is handled appropriately. As skills develop, the apprentice acts as a positive role model for safe working, customer care and pride in workmanship, supporting a strong reputation for the service.

You'll already have these **brilliant** skills, qualifications and knowledge...

<b>Transferable Skills.</b>	<b>Technical qualifications, experience and knowledge.</b>
<p><b>We have a creative spark</b></p> <ul style="list-style-type: none"> <li>• Be confident to try something new – give it a go</li> <li>• Share your excitement and passion</li> <li>• Be curious and ask “why not?”</li> </ul>	<p><b>Qualifications and commitment to learning</b></p> <ul style="list-style-type: none"> <li>• GCSEs grade 9 - 4 (A*-C) in both English and Maths and/or Level 2 plumbing apprentice</li> <li>• Confidence using numbers for measurements, calculations and records</li> <li>• Commitment to achieving any required functional skills as part of the apprenticeship</li> </ul>
<p><b>We are organisers and drivers</b></p> <ul style="list-style-type: none"> <li>• Be positive and enthusiastic to drive work forward</li> <li>• Deliver your objectives at the right pace (but don't fall over)</li> <li>• Be authentic</li> </ul>	<p><b>Commitment to a plumbing career</b></p> <ul style="list-style-type: none"> <li>• A genuine interest in hands-on plumbing and construction work, with the commitment to follow instructions carefully and work accurately</li> <li>• Reliability and dedication to balancing work, college attendance, assessments and ongoing personal development</li> <li>• Flexibility and commitment to travel daily to meet your mentor and attend jobs, fully engaged with on-the-job learning.</li> </ul>

### We have an eye for detail

- Pays attention to the details
- Using and recording information accurately and timely
- Working in a safe effective, caring and well-led way

### Working safely and responsibly

- Confident using basic IT and mobile devices to record work information, or willing to learn quickly with support
- Able to follow instructions, processes and safe systems of work, with a clear understanding of health and safety in customers' homes
- Professional and respectful in how you work, building positive relationships with customers and colleagues and handling confidential and sensitive information appropriately.

### We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Some practical experience or interest in plumbing, heating or maintenance, whether through education, work experience or personal projects

Experience of customer service

Confidence using mobile devices or learning new systems

### We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

### Other **important** stuff...

Budget Holder	No	Budget value up to £	<input type="text" value="Enter value"/>
Manages People	No	# of direct reports circa	<input type="text" value="Enter value"/>
Travel	Regular	Driving Essential	Choose an item

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