

Building homes,
independence
and aspirations



Job Profile

Job Title	Apprentice Property Maintenance Operative Level 2		
Job Reference No.	AHOMEJD006	Date of issue:	May 2026

The job in a **nutshell...**

This apprenticeship role supports the day-to-day maintenance of our properties, so they remain safe, compliant and in good working order. As a Property Maintenance Operative Level 2 apprentice, you learn how to carry out routine maintenance and minor repairs across a range of building types. You work alongside experienced colleagues and under close supervision while developing practical trade skills, building safety knowledge and confidence on the job.

What **success** will look like...

Properties remain safe, functional and well cared for because routine maintenance and minor repairs are completed correctly and on time with support from experienced colleagues. Work is carried out in line with instructions and training, helping prevent small issues from becoming larger problems and ensuring buildings continue to meet health and safety and building safety requirements.

Maintenance work progresses smoothly because tasks are prepared properly and completed step by step under supervision. Tools, materials and equipment are selected and used as taught, reducing errors, rework and waste. Finished work meets expected standards for quality and appearance, showing clear progress in skill and confidence over time.

Health and safety risks are controlled because safe systems of work are followed every time. Hazards are identified early, guidance is sought when unsure, and instructions are followed carefully. This keeps the apprentice, colleagues, residents and building users safe and supports a strong safety culture across all properties.

Customers feel respected and informed because work is carried out considerately in occupied houses. Instructions from mentors/supervisors are followed, access is managed appropriately, and questions or concerns are passed on when needed. Disruption is minimised, and interactions remain polite, calm and professional.

Work stays within the apprentice's level of competence because boundaries are understood and respected.

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Learning happens consistently because feedback is acted on and new skills are practised in real work situations. Knowledge of building construction, services and repair techniques grows steadily through hands-on experience, training and observation, supporting progress towards full occupational competence.

Property information remains accurate because work completed and issues identified are recorded clearly with support. Digital systems are used as part of everyday work, helping mentors/supervisors track progress, plan follow-on repairs and maintain clear records for compliance and future maintenance.

Environmental impact is reduced because materials are handled responsibly and waste is managed as instructed. Recycling, reuse and correct disposal are followed on site, and sustainability is considered in everyday decisions, supporting longer-term goals for efficient, well-performing buildings.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We have a creative spark</p> <ul style="list-style-type: none"> • Be confident to try something new – give it a go • Share your excitement and passion • Be curious and ask “why not?” 	<p>Qualifications and commitment to learning</p> <ul style="list-style-type: none"> • GCSEs grade 9 - 3 (A*-D) in both English and Maths • Confidence using numbers for measurements, calculations and records • Commitment to achieving any required functional skills as part of the apprenticeship
<p>We are organisers and drivers</p> <ul style="list-style-type: none"> • Be positive and enthusiastic to drive work forward • Deliver your objectives at the right pace (but don't fall over) • Be authentic 	<p>Commitment to a painter & decorator career</p> <ul style="list-style-type: none"> • A genuine interest in hands-on painter & decorator work, with the commitment to follow instructions carefully and work accurately • Reliability and dedication to balancing work, college attendance, assessments and ongoing personal development • Flexibility and commitment to travel daily to meet your mentor and attend jobs, fully engaged with on-the-job learning.
<p>We have an eye for detail</p> <ul style="list-style-type: none"> • Pays attention to the details • Using and recording information accurately and timely 	<p>Working safely and responsibly</p> <ul style="list-style-type: none"> • Confident using basic IT and mobile devices to record work information, or willing to learn quickly with support

<ul style="list-style-type: none"> Working in a safe effective, caring and well-led way 	<ul style="list-style-type: none"> 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.
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

<p>Some practical experience or interest in painting & decorating or maintenance, whether through education, work experience or personal projects</p> <p>Experience of customer service</p> <p>An awareness of water-borne and solvent-borne products</p>

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

<p>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.</p> <p>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.</p> <p>Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.</p> <p>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.</p> <p>Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.</p>

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
DBS	Basic		

