

Job Profile

JOB TITLE:	Joiner
GRADE:	Apprentice
REPORTING TO:	Repairs Team Leader

What this role's all about ...

As an Apprentice Joiner at believe housing you will be responsible for supporting the delivery of responsive repairs, planned maintenance and void property works across customers' homes.

You will be working under the guidance of experienced colleagues to develop practical skills in repairing, maintaining, and installing a range of joinery components, including doors, frames, kitchens, windows, and internal fixtures.

The role involves working in occupied properties, requiring a high standard of customer service, professionalism, and respect for our customers, while ensuring homes are left safe, secure, and tidy.

You will assist in diagnosing faults, completing repairs efficiently within set timeframes, and collaborating with other trades and team members to deliver a high-quality, right first time service. In addition, you will be expected to follow health and safety procedures, use tools and materials correctly, and contribute to effective stock and work management, building the skills and experience needed.

Here's what you can expect ...

In this role you will:

- Support experienced joiners to carry out day-to-day repairs and maintenance in customers' homes
- work in occupied and empty properties, developing strong customer service skills while respecting customers and their homes
- learn to use hand and power tools safely and correctly in a real working environment
- assist with diagnosing faults and completing repairs efficiently, often across multiple jobs in a single day
- gain experience of responsive repairs, planned works and refurbishments
- develop the skills to work independently over time, including managing tasks, materials, and maintaining quality and safety standards.

What you'll learn ...

As a Level 2 Carpentry and Joinery apprentice (Site Carpenter), you will complete the Carpentry and Joinery Apprenticeship standard, which includes creating a portfolio of evidence demonstrating the knowledge, skills and behaviours of the qualification criteria. You will also complete end point assessment at the end of your apprenticeship standard. You will learn how to set out, cut and install timber components on site, carrying out first and second fix tasks such as studwork, floors, partitions, doors and door furniture, and supporting structural and roof work, always working safely and to the required quality, specification and Building Regulations.

You will also learn:

- How to read and work from drawings, specifications and work instructions on site
- the safe use and basic maintenance of hand tools, power tools and site equipment
- first fix carpentry tasks such as studwork, floors, partitions, door linings and window frames.
- second fix carpentry tasks such as hanging doors, fitting architraves and skirting, and installing basic units and fitments
- how to carry out quality checks, keep a tidy work area, and complete work in line with Building Regulations and site safety requirements.

What you'll need to get the job done...

We don't expect you to know everything as this is a learning role, but we'd love you to bring some of these qualities.

Skills	Qualifications
<ul style="list-style-type: none"> • Enthusiastic and eager to learn • Confident in delivering an excellent customer service • Organised and pay attention to detail • Confident in communicating clearly both spoken and written • Ability to work as part of a team and independently • Happy to ask questions and take feedback • Basic IT skills (e.g. Microsoft Office) • Understands the importance of confidentiality • Likes helping people solve problems 	<ul style="list-style-type: none"> • Level 2, Grade C/4 and above in Maths and English.



It'll be great if you also bring...

- An interest in a career in carpentry
- Experience in a customer service (can be voluntary or part-time).