

Job Description

JOB TITLE: Health and Safety Apprentice

REPORTING TO: HSE Compliance Manager

PURPOSE:

Working with the Repairs & Compliance Team colleagues and under the direction of the HSE Compliance Manager you will provide administrative support to the Contracts & Compliance Team on health and safety matters for the offices, employees and repairs activities. You will liaise with internal and external customers and service providers. The apprenticeship will provide you with a structured learning path to gain practical experience across various administrative functions while building essential skills in organisation, communication, and health and safety functions. Under the guidance of experienced team members, you will assist with day-to-day administrative tasks, incident investigations, preparation of risk assessments, visiting sites with team members where appropriate to gain knowledge of best practice but also where incidents have taken place, customer service, and contributing to the overall productivity of the health and safety functions for TCH.

KEY ACTIVITIES:

- To update registers, spreadsheets and data sources with up to date H&S information
- To carry out initial incident investigations around offices, employees and contractors
- To put together templates for risk assessments and put in place a spreadsheet for proactive and re-active risk assessment review and method statements
- To create and manage iPos purchase orders
- Maintain registers of PPE and necessary equipment along with renewal dates
- To ensure that communications are updated on the Hub around H&S
- To process invoices for goods and services
- To take and produce minutes, reports, maintain diaries, organise meetings
- To undertake general administrative duties such as maintain CRM, Totalmobile, any health and safety system, spreadsheets, produce letters and questionnaires, book appointments co-ordinate H&S queries
- To receive and resolve team queries around risk assessment process and reviews
- To monitor incident resolution and maintain system records.
- Assist with H&S training
- Maintain records of safety reports including near miss, safety observations, and incident reports.

Job Description

GENERAL

- To adhere to the equality, diversity and inclusion policy and actively promote equality of opportunity wherever possible.
- Recognise, respect, and promote the different roles and diversity of individuals.
- To actively contribute towards the key performance indicators and professional standards.
- Work in accordance with the General Data Protection Regulations (GDPR) and Data Protection Law and be responsible for the integrity of personal information you process. This may include identifying anomalies in data and investigating and correcting them where appropriate. Ensure you attend training on data protection regularly.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To participate in training, attend other meetings, and staff events as required.
- Be an effective member of your team, presenting a positive impression of your section and the Group.
- Take responsibility for recognising and recording customer complaints, however made, and ensure that any complaints allocated to you are responded to within policy requirements.
- Maintain professional curiosity in all interactions with residents, be aware of and report and record any potential safeguarding issues promptly and appropriately.
- Maintain awareness of budget requirements and value for money while delivering your role.
- Consider and highlight any risk to the organisation or individuals whilst delivering your role.
- Consider resident feedback (the resident voice) in all service delivery, using data and insight and actively engaging with residents to understand their needs, views and priorities and tailor services accordingly.

APPRENTICESHIP

This is a Level 3 Health and Safety & Environment Technician Apprenticeship over 15 months, with at least 20% of your time dedicated to training. During this time, you will attend workshops, receive one-on-one mentoring, and apply your learning to real-world tasks. Upon completing the apprenticeship, you'll have a final assessment to demonstrate your skills and readiness for a career in health, safety & environment. As part of your 15 month apprenticeship you will:

- Dedicate at least 20% of your working hours to training or studying by attend training sessions, workshops, and meetings to gain essential knowledge in the field.

Job Description

- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding of business administration.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal growth and skill development.
- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship.
- Undertake the NEBOSH General Certificate in Occupational Health and Safety or equivalent
- If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will also be required to complete these qualifications during your apprenticeship.

About you:

You will be:

- Committed to delivering excellent results and customer service with a positive, flexible approach.
- Organised, hardworking team player with a “can-do” attitude.
- Willing to learn task prioritisation in a fast paced setting.
- Passionate about learning and achieving safe environments for all
- Eager to develop skills in presenting data, producing reports, and creating procedures.
- Strong communicator who takes ownership of issues and seeks timely solutions.
- Enthusiastic about Apprenticeships and dedicated to ongoing professional growth.

You will have:

- Level 2 qualifications (equivalent to 5 GCSEs)
- Strong communication skills and proficiency in MS Office and Outlook.
- High attention to detail with a problem solving approach.
- Ability to work flexibly, under pressure, and meet tight deadlines.
- Understanding of GDPR requirements and commitment to confidentiality.
- Awareness of equal opportunities and support for Peabody’s Equal Opportunities Policy.
- As an apprentice you will receive training to help you gain the knowledge, skills and behaviors needed to be competent in your role.

Job Description

- You will need to keep a detailed calendar, record dates, times, locations and details of every training session.
- Six hours a week you will undergo on the job learning, which will be in all areas of the H&S team.
- You will have a 1-2-1 once a month with your external skills trainer.
- You will undergo a progress review every 10-12 weeks
- The apprenticeship will last 15 months, at the end of which you be a qualified H&S and Environmental Technician

This job description is a guide to the nature of the work required. It is not comprehensive, and it is expected that other duties will be undertaken as this role develops and as may be reasonably expected.

Person Specification

Area	Essential or Desirable Skills and Experience
Education and Qualifications	GCSE level education including Maths and English Qualification in computing or similar
Knowledge and Experience	Competent user of Microsoft Office packages (Outlook, Word, and Excel) Some office administration experience Customer service experience Knowledge/experience of housing repairs and maintenance
Behaviours and Skills	Excellent verbal and written communication skills Strong interpersonal, influencing and negotiation skills Good numerical and analytical skills Proven ability to organise and prioritise work, meet deadlines, work under pressure and handle a number of tasks simultaneously and accurately. Proactive approach to solving problems Able to work as an effective team member with minimum supervision Ability to multitask and anticipate assignments while maintaining meticulous attention to detail Demonstrates resilience in pressured and stressful situations Ability to deal with sensitive information, maintaining discretion and confidentiality Ability to create an environment of trust, fairness and openness. Able to work with a high degree of autonomy and flexibility. Committed to continuing personal and professional development.

Job Description