



## Repairs Inspector Apprenticeship

Our Repairs Service keeps residents' homes safe, comfortable and well maintained through repairs, inspections and maintenance, ensuring issues are resolved quickly.

Repairs Inspectors play a key role, working with residents, colleagues and contractors to check quality, resolve problems and deliver a high standard of service.

### Qualification - Level 3 Customer Service Specialist

As an Apprentice, you'll live our values — **be kind, do the right thing, love new ideas, celebrate diversity, keep our promises and pull together** — helping make a real difference to residents every day.

#### The role

As an **Apprentice Repairs Inspector**, you'll learn on the job while supporting repairs and maintenance services. With guidance from experienced colleagues, you'll build skills, confidence and knowledge in a hands-on environment.

#### What you'll be doing

- Inspect repairs to make sure work is safe and high quality
- Support residents by listening and responding to their concerns
- Work with contractors to get repairs completed on time
- Help resolve issues and complaints
- Manage cases and keep records up to date
- Identify and report health and safety risks
- Work with different teams to improve services

#### What you'll gain

- A recognised Level 3 apprenticeship qualification
- Hands-on experience and practical skills
- Ongoing training, coaching and support
- A strong foundation for a career in housing or property services

#### Who is this programme for?

This apprenticeship is ideal if you:

- Are interested in repairs, property services or maintaining homes
- Enjoy practical, hands-on work and being out on site
- Want to learn how to inspect repairs and make sure work is completed to a high standard
- Like solving problems and figuring out how things can be improved
- Work (or want to work) with residents, colleagues and contractors
- Care about safety and are willing to learn how to spot and report risks
- Are comfortable using digital systems to record information and track repairs
- Want to build confidence, develop new skills and start a career in housing or property services

### **Entry requirements**

All applicants complete an initial assessment, which includes:

- Maths and English assessment
- Skills Scan - a review of your current responsibilities and experience
- Meeting with a Skills Trainer - to confirm suitability for the programme
- If you already hold a qualification in the same field at an equivalent or higher level, your eligibility may be affected.

### **How is the programme delivered?**

- Training is delivered in-house through the Peabody Academy, offering flexible support tailored to the needs of the business. Delivery includes:
- Workshops
- One-to-one mentoring and a personal development plan
- E-learning and e-portfolio
- Additional job-related training such as job shadowing or in-house development
- Dedicated study time during your working day

### **What support will I receive?**

#### **A dedicated skills trainer**

You'll work closely with a qualified skills trainer who will guide your learning through a blended approach.

#### **Safeguarding and learner experience specialist**

You'll have access to dedicated wellbeing and safeguarding support to ensure you feel safe, supported and confident throughout your programme.

### **Programme duration**

The apprenticeship takes around 12 months of learning plus up to 3 months for End Point Assessment. Your total duration will be agreed at the start and may vary based on previous experience or qualifications.

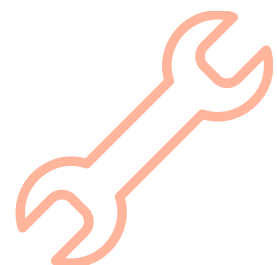
### **Progression opportunities**

We're committed to helping you grow. This apprenticeship is the first step in your journey, with opportunities to progress into a Repairs Inspector role and, longer term, into a Building Surveyor career.

Through learning, support and hands-on experience, you'll build the skills and confidence to develop and succeed.



Any questions please email [Recruitment@Peabody.org.uk](mailto:Recruitment@Peabody.org.uk)



## What does the Candidate journey look like?

First, we invite you to complete our short online application form, where you'll share a little about yourself. We're keen to learn some basic details, like your contact information and what inspires you to join our Apprentice Repairs Inspector programme.

As part of this, we'll also ask a few simple questions to check your eligibility for the programme, which is funded through the Apprenticeship Levy. Don't worry — this is just to make sure we can support you on your journey with us.

### Stage one – your first step toward an apprenticeship

This stage is all about getting to know you! You'll be invited to record your responses to two values-based questions, giving you the chance to tell us more about your approach, motivation and how you align with our values.

There are no trick questions — just an opportunity for you to showcase your enthusiasm and potential for the role.

If successful, you'll move on to the next stage, where we'll meet you in person and explore your skills further.

### Stage two – your Assessment Day experience

Our Assessment Day is designed to help us get to know you better in a friendly, supportive environment, while giving you a real insight into what it's like to work as a Repairs Inspector.

Here's what to expect:

- **Service Overview:** Learn how our Repairs Service supports residents and delivers repairs and maintenance.
- **Group Exercise – Repairs Prioritisation:** You'll work with other candidates to review different repair scenarios and decide how best to prioritise them. This helps us understand how you think, make decisions and work as part of a team.
- **Role Play – Resident Complaint:** You'll take part in a role play where you respond to a resident concern. This is a great opportunity to show your communication skills, empathy and how you approach problem-solving.
- **Case Study – Damp & Mould:** You'll be given a realistic scenario to review and discuss, helping us see how you analyse information, identify risks and consider the best course of action.

### Stage three – final interview

If you're successful at the Assessment Day, you'll be invited to a final interview on MS Teams. This is another opportunity for us to get to know you better, understand your strengths, and explore your interest in the role in more detail. It's also a great chance for you to ask any questions and learn more about working with us.

### Final step – getting ready to start

If you're successful, you'll complete the final step before starting your apprenticeship. Our Academy will carry out programme eligibility activities, including a BKSB assessment and Skills Scan.

These help ensure the apprenticeship is the right fit for your development and will support your learning throughout the programme.

## **What support will I receive?**

We want you to feel confident and prepared, so here are the key themes we'll be looking at during the assessment. Don't worry about having all the answers — we're more interested in how you think, communicate and approach situations.

### **Customer focus and empathy**

We're looking at how you listen to and support residents, showing understanding, patience and care.

### **Communication**

We want to see how clearly you explain things and keep people informed in a simple, reassuring way.

### **Problem solving and decision making**

We're interested in how you prioritise issues, make decisions and find practical solutions.

### **Ownership and accountability**

We want to understand how you take responsibility and follow through on actions.

### **Teamwork and inclusion**

We're looking at how you work with others, listen to different views and include everyone.

### **Judgement and integrity**

We want to see how you make fair decisions that are in the best interests of residents.

### **Learning and improvement**

We're interested in how you reflect, learn and think about improving outcomes in the future.

**Be yourself, take your time, and show us how you would approach supporting our residents.**

