



Apprenticeships 2025

All the information you need
to start your application.

Welcome

Thank you for expressing your interest in joining Gentoo as an apprentice.

We're delighted to have 22 apprenticeships available on this year's intake. Apprenticeships are a great way to start your career. Since 2001, we have had over 350 apprentices at Gentoo, and many of those have continued to have very successful careers at Gentoo.



This year, we are prioritising our customers and any young person leaving care will be guaranteed an interview if the relevant criteria is met. This is part of our commitment to our communities to help them thrive.

Completing an apprenticeship with us would involve you completing a formal qualification with one of our training partners and this would involve studying one day a week. During the rest of the week, you would learn practical skills on-the-job, by being paired with an experienced mentor.

To ensure our apprenticeships are accessible to as many people possible, we are taking advantage of the recent changes to remove GCSE entry requirements for applicants over 19 where appropriate. We have included more about these changes further in the brochure.

We hope this information is helpful and we're looking forward to seeing your application for this year's intake.

Every colleague plays a major part in helping our customers lives and we're looking forward to you being part of that.

Louise Bassett
Chief Executive Officer

This year we have apprenticeships in the following areas:

- Electrical
- Gas
- Joinery
- Plastering
- Multi-Maintenance
- Bricklaying
- Building Surveying
- Quantity Surveying Degree Apprenticeship
- Housing and Property Management
- Project Manager Degree Apprenticeship
- Business Analyst
- Fire and Building Safety Advisor
- Business Administration

Thank you for expressing your interest in joining Gentoo as an apprentice.

Find out more >>>



Will Howe, Business Admin apprentice: **"Gentoo is a great environment to work and learn in and I am excited about the future here. I would recommend an apprenticeship at Gentoo to anyone who is looking to kickstart their career."**



Alyshia Thompson, Gas apprentice: **"I really enjoy working with different engineers in my trade. I chose a Gentoo apprenticeship because of the success rate of the scheme."**



Who we are

We are a values-led, charitable organisation that provides more than 60,000 people in Sunderland with a place they can call home.

We have a clear vision and a social purpose. We believe that everyone has the right to live in a good quality home that they can afford.

We invest millions of pounds every year to keep our existing homes safe, secure and compliant. We also play our part in helping to deal with the UK housing crisis by building hundreds of new, modern homes for rent in Sunderland.

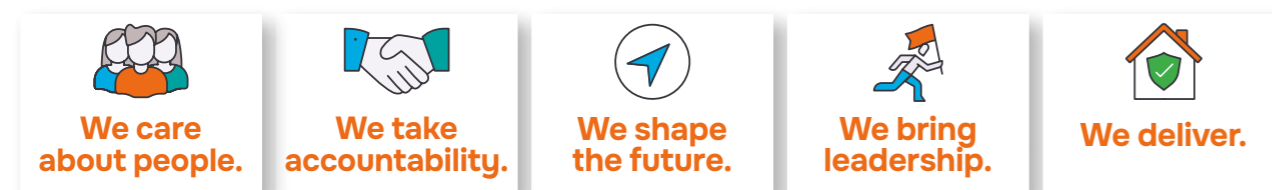
Working for us

At Gentoo we employ more than 1,100 people in more than 200 different job roles. Each one is rewarding and challenging. We are proud to make a difference in our communities and to our customers' lives.

We are one of the largest employers in Sunderland, and a leading provider of social housing in the North East.



Our Values made by colleagues for colleagues.



Reward and recognition

Our primary purpose is to support and strengthen our local communities by providing great homes to our customers. It is important for us to be able to reward our colleagues who make this happen.

We are proud to officially be a Great Place to Work in 2024. We are also part of the Living Wage Foundation to ensure all our colleagues are paid fairly for the work they do.

Apprenticeship salaries

Year 1	Year 2	Year 3	Year 4
£15,000	£18,500	£22,000	£25,500

Benefits



Becoming an apprentice

Gentoo follow the UK apprenticeship standards for qualifications and we are taking advantage of the recent changes to remove GCSE entry requirements for applicants over 19 where appropriate.

We have created a table to show you which qualifications are required for each job role.

Entry requirements

Job roles	16 - 18 year olds	19 +
Electrical	Maths & English GCSE (Grade 4/C or above)	Maths & English GCSE (Grade 4/C or above)
Gas	Maths & English GCSE (Grade 4/C or above)	Maths & English GCSE (Grade 4/C or above)
Joinery	Maths & English GCSE (Grade 4/C or above)	None
Plastering	Maths & English GCSE (Grade 4/C or above)	None
MMO	Maths & English GCSE (Grade 4/C or above)	None
Bricklaying	Maths & English GCSE (Grade 4/C or above)	None
Housing and Property Management	Maths & English GCSE (Grade 4/C or above)	None
Business Administration	Maths & English GCSE (Grade 4/C or above)	None
Building Surveying	Maths & English GCSE (Grade 4/C or above)	Maths & English GCSE (Grade 4/C or above)
Fire Safety Advisor	Maths & English GCSE (Grade 4/C or above)	Maths & English GCSE (Grade 4/C or above)
Project Manager Degree Apprenticeship	N/A	Level 3 qualification (any subject) or equivalent plus Maths & English GCSE (Grade 4/C or above)
Business Analyst	N/A	Level 3 qualification (any subject) or equivalent plus Maths & English GCSE (Grade 4/C or above)
Quantity Surveying Degree Apprenticeship	N/A	Maths & English GCSE <u>AND</u> 112 UCAS Tariff Points

Skills and attributes

In addition to the entry requirements, throughout the recruitment process we would be looking for you to demonstrate the following skills and attributes:

- enthusiasm and a positive attitude
- be keen to learn, an attentive listener who can understand and follow instructions
- have effective communication skills and will not be afraid to ask questions
- be a team player, willing to work hard to get the job done efficiently, to a high standard and support their colleagues
- have good customer care skills – our customers are at the heart of our business so we are looking for people who want to make a difference
- to be a good problem solver and logical thinker
- have a good attention to detail
- have good I.T. skills



Other requirements

For our office based apprenticeships, a good knowledge of the full range of MS Office applications is desirable.

You will also need to be able to meet the travel requirements of the post which will mean being able to get to and from both your place of work and college.

If you already have a level 3 qualification in the same subject you are applying for, it may exclude you from applying. Please speak to a colleague in our People Team before submitting an application or if you have any queries.

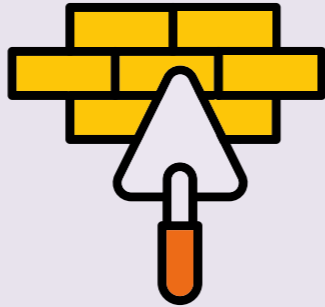


Training

- The successful candidate will be expected to complete a Level 3 Advanced Apprenticeship in Bricklaying

Period

4
Years



Bricklaying

Job Title: Bricklaying Apprentice

Job Purpose:
To develop the skills and knowledge to assist in bricklaying in our repairs and maintenance team.

Key Responsibilities

- To learn the full range of bricklaying tasks associated with the repair, maintenance and refurbishment of our properties (under supervision)
- Under supervision, support a bricklayer to carry out all installations, repairs and maintenance work required and all other bricklayer related duties including general bricklaying, brickwork repairs, pointing, paving, concrete work and preservation work
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group’s Health and Safety policy
- To carry out all tasks in an efficient and timely manner
- To offer an excellent service to our customers
- To comply with the Group’s customer service standards and Code of Conduct
- Develop an awareness of specific access equipment to be used for working at height and use in accordance with method statements
- To develop good working relationships with colleagues and support them when required
- To complete all relevant training and assessments associated with the apprenticeship within given timescales

The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Building Surveyor

Job Title: Building Surveyor Apprentice

Job Purpose:

To develop knowledge, skills and behaviour to assist in building surveying activities. This will include working on major repairs, building safety works, sustainability initiatives and planned investment works.

Key Responsibilities

- To gain experience in the full range of professional disciplines within the apprenticeship framework
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- Assist the building surveyor with defect diagnostic surveys of properties to identify the cause of such defects and develop specifications, designs, drawings etc. for remedial works using a range of software including Office365 and CAD
- Work in collaboration with our Property Team to deliver a customer focused service
- To comply with the Group's Health and Safety policy
- Carry out Building Surveying administration tasks such as booking appointments with customers, typing up written notes and logging information in Gentoo's corporate system
- To complete all relevant training and assessments associated with the apprenticeship within given timescales
- Gain experience in Gentoo's compliance responsibility and how you can support this in a Building Surveying role
- Gain an understanding and experience in all relevant Asset and Sustainability roles. This may include a period of shadowing and/or lone working
- To provide support and assistance to the Asset and Sustainability team wherever necessary

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Training

- The successful candidate will be expected to complete a Level 3 Advanced Apprenticeship in Construction Support Technician

Period

2
Years



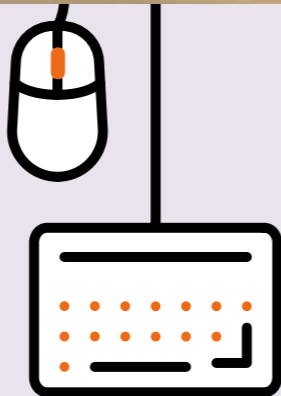


Training

- The successful candidate will be expected to complete a Level 3 Business Administration Apprenticeship

Period

2
Years



Business Administration

Job Title: Business Administration Apprentice

Job Purpose:
To assist in the delivery of a customer-focused service within all Property teams. To learn to provide administrative support in the co-ordination and delivery of repairs and maintenance services.

Key Responsibilities

Customer Service

- Manage customer enquiries whether in person, by telephone, in writing / online in a courteous and professional manner
- Demonstrate ownership and responsibility of customer issues, working with colleagues or other agencies to resolve customer enquiries
- Adhere to Gentoo Group’s policies and procedures

Administration

- Provision of a wide range of administrative support duties such as data entry, filing, arranging appointments, updating records/ systems, answering the telephone, taking messages, taking minutes for meetings etc

Teamwork

- Promote a culture of collaborative working resulting in high performance and customer driven teams
- Share customer centred goals and objectives with colleagues across the business

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Business Analyst

Job Title: Business Analyst Apprentice

Job Purpose:

To develop the skills and knowledge needed to deliver a portfolio of business analysis and improvement activities in relation to both end to end project and business as usual work.

Key Responsibilities

- Support the team to work effectively with business stakeholders to identify and document clear problem statements
- Support in the creation and development of user stories and capture business requirements
- Work closely with cross functional teams and facilitate discussions to elicit information as required to achieve the overall goals
- Support the implementation of the agreed solution by participating in user acceptance testing
- Support with the lessons learned / feedback activities to improve future ways of working
- Use data to support decision making through all business and improvement activity – focusing on the “problem” to be solved
- Collaborate closely with key stakeholders from across the business including IT, project and change management resources to ensure timely delivery of activity to plan

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Training

- The successful candidate will be expected to complete a Business Analyst Level 4 Programme

Period

2
Years





Training

- The successful candidate will be expected to complete a Level 3 Advanced Apprenticeship on Electrical Installation

Period

4
Years



Electrical

Job Title: Electrical Apprentice

Job Purpose:

To develop the skills and knowledge to assist in the delivery of an effective and efficient Electrical service to our customers.

Key Responsibilities

- To complete the Apprenticeship Training Programme (maximum of 4 years)
- To complete a full range of electrical related tasks associated with the repair, maintenance and refurbishment of our properties (under supervision)
- To attend training and college as and when required
- To ensure risk assessments and method statements are accurately followed
- To comply with the Group's customer service standards and Code of Conduct
- To offer an excellent service to our customers
- Develop excellent working relationships with colleagues and positively engage in team meetings
- Complete minor elements of multi-skilling associated with electrical work e.g. small filling/patching to décor
- Through training carry out all works in an efficient and timely manner
- Ensure work is carried out in a safe and proper manner
- Liaise with managers, customers and tradespersons as required
- Maintain a clean and tidy workplace

The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Fire and Building Safety Advisor

Job Title: Fire and Building Safety Advisor Apprentice

Job Purpose:

This is an exciting opportunity to join our Fire and Building Safety Team and start your career to becoming a fully qualified Fire and Building Safety Advisor.

Customer safety is Gentoo's number one priority. The Fire and Building Safety Team play a critical role in ensuring that the fire and structural safety risks in Gentoo's properties are well managed and that customers are involved in how we manage these risks in their homes.

- This role will involve working from the office to support the team in reviewing safety information and out on site, supporting the Fire and Building Safety Team to carry out building safety inspections and fire risk assessments. This role will also include working with customers to engage with them about fire and building safety risks.

Key Responsibilities

- Supporting the Fire and Building Safety Team to carry out fire risk assessments and building safety inspections in Gentoo's buildings
 - Assisting the development and review of safety cases in the Group's 25 high-rise residential buildings
 - Assisting the Fire and Building Safety Team to plan and manage its work to ensure high standards are maintained
 - Analysing data to identify trends and potential issues and discussing these with relevant members of the Fire and Building Safety Team
 - Developing good working relationships with colleagues and internal and external partners
 - Supporting the Fire and Building Safety Team to engage with customers on fire and building safety
 - Working closely with customers who may need more support to keep them safe if there was a fire in their home
 - Supporting the Fire and Building Safety Team in the implementation of the Group's management systems for fire and building safety
 - Completing all relevant training and assessments associated with the apprenticeship within given timescales
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Training

- The successful candidate will be expected to complete the Level 3 Certificate in Fire Safety, progressing to the Level 4 Diploma in Fire Safety

Period

4
Years





Training

- The successful candidate will be expected to complete a Level 3 Apprenticeship in Gas
- The successful candidate will be expected to complete a Gas Safe Qualification

Period

4
Years



Gas

Job Title: Gas Apprentice

Job Purpose:

To develop the skills and knowledge to assist in the delivery of an effective and efficient Gas service to our customers.

Key Responsibilities

- To complete the Apprenticeship Training Programme (maximum of 4 years)
- To learn the full range of tasks and multi-skilling tasks associated with gas repair, maintenance and servicing of gas appliances and associated equipment within Gentoo Property Services (under supervision)
- To learn the full range of installation tasks associated with gas boiler and full central heating systems installation within Gentoo Property Services (under supervision)
- Undertake a programme of training rotation to become fully competent in associate trade disciplines e.g. Plumbing
- To attend in-house training and college as and when required
- To offer an excellent service to our customers
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To complete all relevant training and assessments associated with the apprenticeship within given timescales
- To comply with the Group's Health and Safety policy
- To carry out all tasks in an efficient and timely manner
- To comply with the Group's customer service standards and Code of Conduct

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Housing and Property Management

Job Title: Housing Apprentice

Job Purpose:

To develop the skills and knowledge to assist in the delivery of an excellent housing service for our customers.

Key Responsibilities

- To gain experience working across the Neighbourhood and Support functions
- To complete the full range of housing related tasks within the apprenticeship framework (under supervision), including:
 - Helping customers with housing related enquiries, frontline, online and over the phone
 - Carrying out a range of administrative support functions
 - Supporting customers to manage and sustain their tenancy successfully
 - Maintaining accurate customer records
- To develop excellent working relationships with colleagues, internal and external partners, and understand the wider role of housing management
- To attend training and college as and when required
- To successfully complete all relevant training and assessments associated with the apprenticeship within given timescales
- To comply with the Group's customer service standards and Code of Conduct to offer an excellent service to our customers
- To comply with the Group's Health and Safety policy

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Training

- The successful candidate will be expected to complete CIH Level 3 Certificate in Housing Practice

Period

2
Years



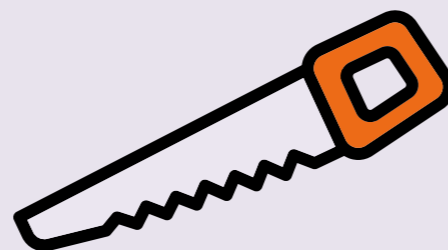


Training

- The successful candidate will be expected to complete a Level 2 & Level 3 Joinery Apprenticeship

Period

4
Years



Joinery

Job Title: Joinery Apprentice

Job Purpose:

To develop the skills and knowledge to assist in the delivery of an effective and efficient Joinery service to our customers.

Key Responsibilities

- To complete the Apprenticeship Training Programme (maximum of 4 years)
- To complete a full range of joinery related tasks associated with the repair, preservation, maintenance and refurbishment of our properties (under supervision)
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health and Safety policy
- To comply with the Group's customer service standards and Code of Conduct to offer an excellent service to our customers
- To attend training and college as and when required
- Develop an awareness of specific access equipment to be used when working at height and use in accordance with method statements
- Develop excellent working relationships with colleagues and positively engage in team meetings
- Through training, carry out all tasks in a safe, efficient and timely manner
- Liaise with managers, customers and tradespersons as required
- Maintain a clean and tidy workplace

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Multi-Maintenance

Job Title: Multi-Maintenance Apprentice

Job Purpose:

To develop the skills and knowledge to assist in the delivery of an effective and efficient general building maintenance duties to our customers.

Key Responsibilities

- To complete the Apprenticeship Training Programme (maximum of 2 years)
- To carry out a full range of general building maintenance duties including joinery, plastering, tiling, decorating, bricklaying, plumbing, fencing, flooring and roofing works (under supervision)
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health and Safety policy
- To comply with the Group's customer service standards and Code of Conduct and offer an excellent service to our customers
- To attend training, assessments and college as and when required
- Develop an awareness of specific access equipment to be used when working at height and use in accordance with method statements
- Carry out all tasks in a safe, efficient and timely manner

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Training

- The successful candidate will be expected to complete a Level 2 Intermediate Property Maintenance Operative Apprenticeship

Period

3
Years



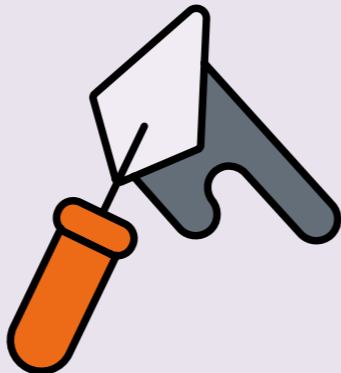


Training

- The successful candidate will be expected to complete a Level 2 Plastering Apprenticeship

Period

4
Years



Plastering

Job Title: Plastering Apprentice

Job Purpose:
To develop the skills and knowledge to assist in the delivery of an effective and efficient Plastering service to our customers.

Key Responsibilities

- To complete the Apprenticeship Training Programme (maximum of 4 years)
- To complete a full range of plastering works including ceramic tiling, rendering, preservation work, pebble dash and artex works (under supervision)
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health and Safety policy
- To comply with the Group's customer service standards and Code of Conduct and offer an excellent service to our customers
- To attend training, assessments and college as and when required
- Develop an awareness of specific access equipment to be used when working at height and use in accordance with method statements
- Carry out all tasks in a safe, efficient and timely manner

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Project Manager

Job Title: Project Manager Apprentice

Job Purpose:

To develop skills and knowledge in project management; to be able to deliver successful business change projects in Gentoo.

Key Responsibilities

Business Change Projects are one-off pieces of work that leave the business in a better state than it was before, typical examples might include putting in a new system to manage HR and Payroll, or changing the way we contact our customers. They have clear beneficial outcomes, such as reducing the time people have to wait for repairs.

No two projects are the same, and they all involve working with a range of people both across the business and outside it. Projects can range from very simple to very complicated and there are a number of skills needed to ensure that projects are delivered successfully to time, budget and quality.

This is a truly exceptional opportunity to develop a full and wide range of skills in the field of project management for projects like these. You will come out with a thorough grounding in all aspects of project management certified by a degree in project management.

- Develop technical skills project management, such as project planning, project governance, project risk management, project lifecycle, project finance and relevant softer skills such as stakeholder management and change management
- Learn to use relevant software, such as Excel, PowerPoint, MS Project, JIRA
- To complete all relevant training and assessments associated with the apprenticeship within given timescales
- To carry out all tasks in an efficient and timely manner
- To offer an excellent service to our customers
- To develop good working relationships with colleagues and support them when required, working as part of an office based team

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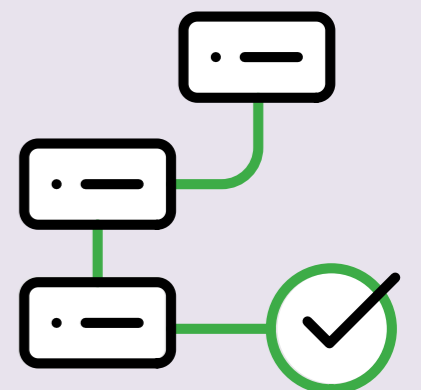


Training

- The successful candidate will be expected to complete a Level 4 Associate Project Manager programme, progressing onto the Level 5 Project Manager Degree Apprenticeship

Period

5
Years





Training

- The successful candidate will be expected to complete a Construction Quantity Degree Surveying Apprenticeship

Period

4
Years



Quantity Surveying

Job Title: Quantity Surveying Apprentice

Job Purpose:

To develop the skills and knowledge to assist in Quantity Surveying to support in the delivery of the Property Maintenance and Asset Investment Programmes.

Key Responsibilities

- The opportunity to develop and learn all aspects of pre-and-post contract quantity surveying responsibilities
- To complete all relevant training and assessments associated with the apprenticeship within the given timescales
- To carry out all tasks in an efficient and timely manner
- Assist in reviewing contractor monthly valuations and cost reports in relation to the Group's Property Maintenance and Investment programmes
- Assist the team Quantity Surveyors and Commercial Manager with all tasks associated with the post
- Attend operational and contractor meetings and work collaboratively with external quantity surveyors to ensure accurate measures and subsequent payments
- Ensure the Asset Delivery Commercial Procedure is followed
- To comply with the Group's Health and Safety policy
- To comply with the Group's customer service standards and Code of Conduct
- Work as part of an office-based team, with regular site visits to ensure projects are progressing

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How to apply

To apply for an apprenticeship at Gentoo you need to apply on the careers page on our website at the following link: www.gentoo-group.com/careers

Applications will be accepted between **10 May 2025 – 30 May 2025**.

To apply for an apprenticeship with Gentoo, go to the “**Available Jobs**” section on our apprentice page. You can apply for up to three different apprenticeships using the same form.



How to apply

1. Select apply now at the bottom of the advert
2. Enter your email address and select “**Apply now**”
3. If you have used our recruitment system before, it will ask you to enter your password to log in to your account.
If it is the first time you have used the system it will ask you to create a new account.
Enter a password and select “**Continue**” then enter your personal details.
4. You will then need to verify your account by sending an email to the address you have provided. Follow the link in the email to do this
5. You can now complete the application form by answering all questions on the screen.

You will receive a confirmation email once you have submitted your application. You can monitor progress by logging back into your account.

You will receive an email with the outcome of your application after **14 June 2025**.

If your application is successful, you will be asked to log back into your account on our recruitment system to book a date and time for your interview and assessment.



Interviews and assessment dates



Applications open **10 May**



Interviews and assessment commence **23 June**



Applications close **30 May**



Offers will be made from **21 July** subject to satisfactory references and DBS checks



You will hear from us if you are successful **week commencing 21 July**



Apprentice start date **1 September**

Good luck with your application!



**Thank you for expressing your interest
in joining Gentoo as an apprentice.**

Find out more >>>



Gentoo Group Limited is a charitable community
benefit society, registration number 7302