



Apprenticeships 2024

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 27 apprenticeships available on this year's intake, the most we have offered in over 10 years and we hope this guide will give you all the information you need to start your application.



Apprenticeships are a great way to start your career and as a Group, we have created 326 opportunities since 2001.

We have recruited some outstanding apprentices over the years and are committed to continuing our investment in the scheme as part of our future workforce. We are also pleased to be able to support our customers by guaranteeing interviews for Gentoo customers who meet the relevant criteria.

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.

Every colleague at Gentoo makes a huge difference to the lives of our customers everyday and we would love you to be part of that.

Louise Bassett
Chief Executive Officer

This year we have apprenticeships in the following areas:

- Bricklaying
- Engineering Technician (Building Services)
- Business Administration
- Electrical
- Fire Alarm Engineer
- Gas
- Housing and Property Management
- Joinery
- Paralegal
- Multi-Maintenance
- Plastering
- Plumbing
- Roofing
- Construction Support Technician (Surveying - Damp Inspection)



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

Find out more >>>

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.

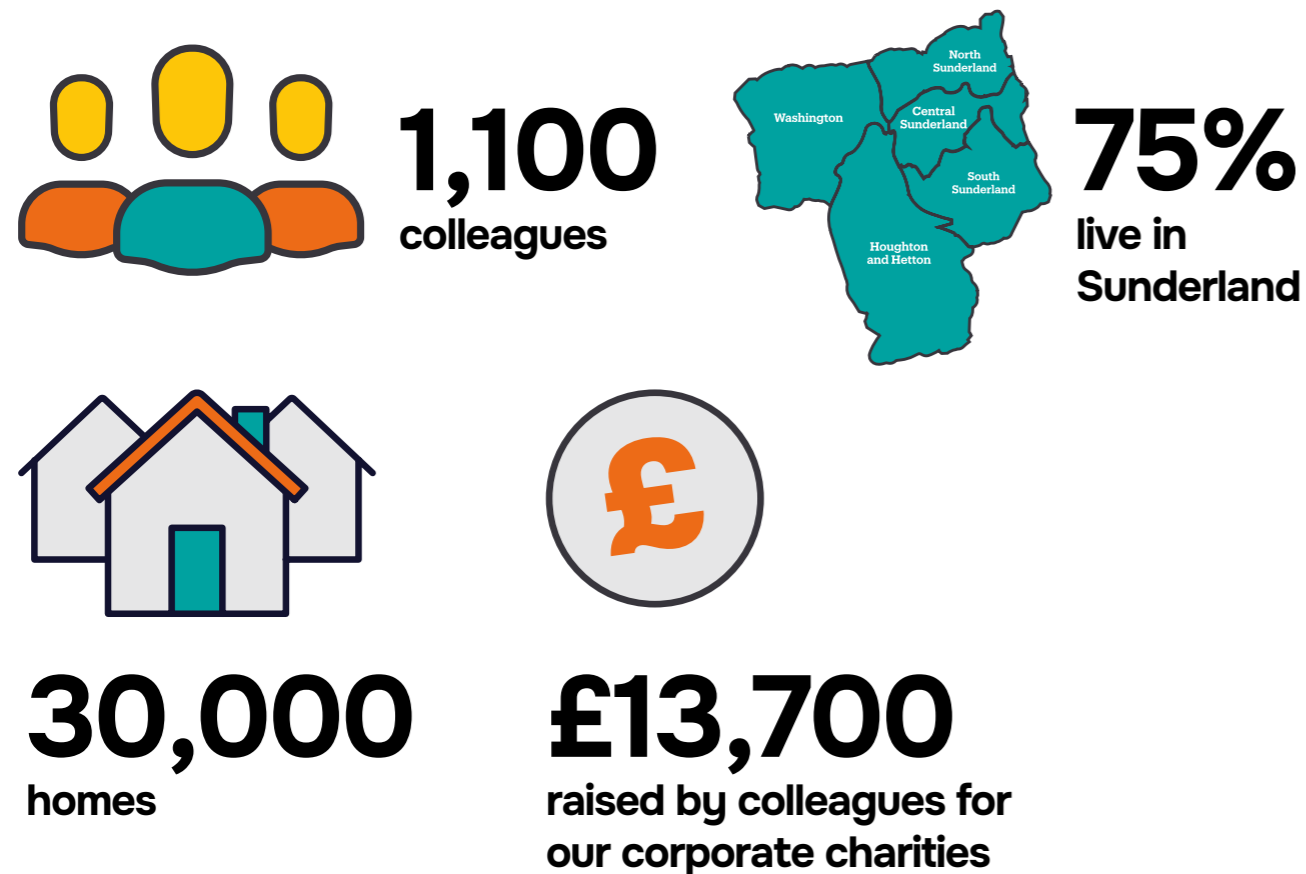
We have a clear vision and a social purpose. We believe that everyone has the right to live in a good quality home that they can afford.

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.

We care about people. 

We take accountability. 

We shape the future. 

We bring leadership. 

We deliver. 

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 have been awarded Investors In People (IIP) Gold status in recognition of our commitment to our people. 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
£13,500	£16,500	£19,500	£22,500

Benefits



31 days holiday plus bank holidays and the option to buy up to 5 additional days per year



Pension scheme



Life assurance



Cash healthcare plan



Car mileage allowance



Retail discounts



Cycle to work scheme



Employee assistance programme



Enhanced family friendly leave

Becoming an apprentice

Qualifications

All apprenticeships have an element of Maths and English built into the structure of the qualifications. To make sure you will be starting off on an appropriate qualification path, we ask that all applicants have either achieved or are expecting to achieve a minimum of 2 GCSEs grade 4/C or above including Maths and English by September 2024 (unless otherwise stated in the role you are applying for).

If you are awaiting your GCSE results you can still apply – if you were successful, your offer would be subject to you achieving the minimum entry criteria.

Skills and attributes

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

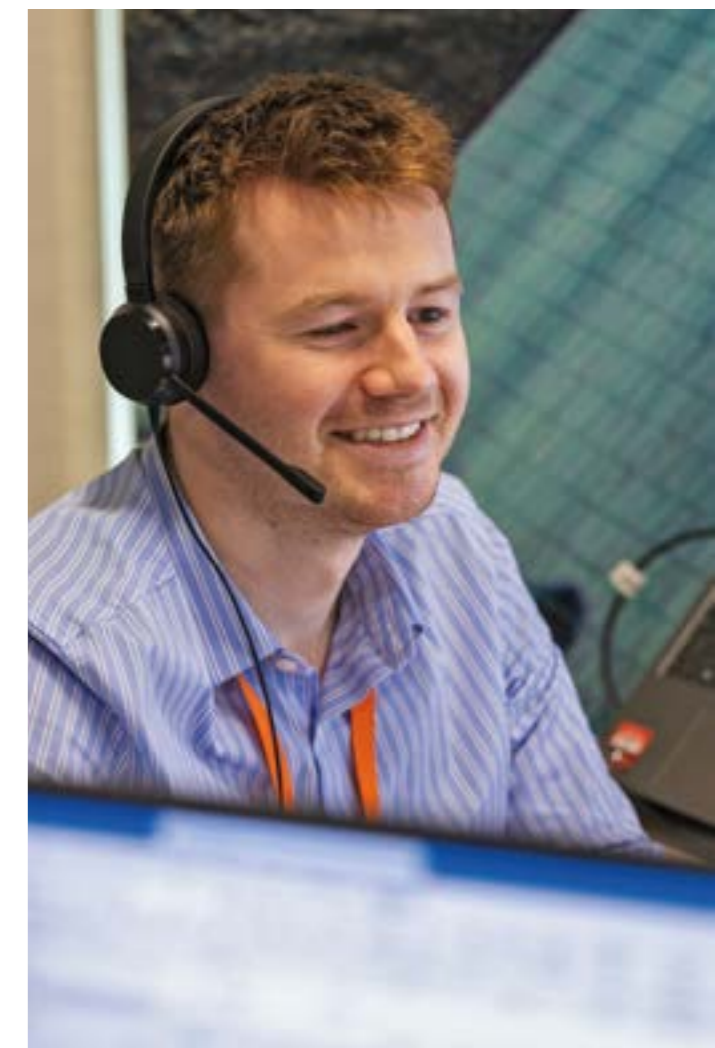
- enthusiasm and a positive attitude
- be keen to learn, an attentive listener who can understand and follow instructions
- have effective communication skills and will not be afraid to ask questions
- be a team player, willing to work hard to get the job done efficiently, to a high standard and support 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
- 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 or higher qualification in the same subject you are applying for, it may exclude you from applying. Please speak to a colleague in our HR team before submitting an application or if you have any queries.





Bricklaying

Job Title: Bricklaying Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in bricklaying works.

Principal Accountabilities

- 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 & preservation work
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health & 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

Training

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

Period

4
Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English

Engineering Technician (Building Services)

Job Title: Engineering Technician Apprentice
(Building Services)

Purpose of the post:

To develop the skills and knowledge in project management, Mechanical and Electrical design, and building services engineering.

Principal Accountabilities

- Develop skills in managing contractors, who carry out fire alarm installations, electrical upgrade projects, heating replacement projects
- You will be given the opportunity to develop and learn skills in the full range of building services engineering as well as assisting in the pre-construction stage of projects
- Liaising with building surveyors to develop projects
- To complete all relevant training and assessments associated with the apprenticeship within given timescales
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health & 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
- Work as part of a office based team, with regular site visit to ensure projects are progressing and dealing with all technical issues



Training

- The successful candidate will be expected to complete a Level 3 Advanced Apprenticeship in Maintenance and Operations Engineering

Period

4
Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English



Business Administration

Job Title: Business Administration Apprentice

Purpose of the post:

To assist in the delivery of a customer focused service within all Property teams.

Principal Accountabilities

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

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

Training

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

Period 2 Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English

Electrical

Job Title: Electrical Apprentice

Purpose of the post:

To assist in the overall objectives of the Electrical Section, and the delivery of an effective and efficient service.

Principal Accountabilities

- 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 align with and exhibit the Group's Cultural values
- 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 the 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 work place
- Take responsibility and be accountable for your actions and behaviour



Training

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

Period

4
Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English. Subject to colour blindness testing.



Fire Alarm Engineer

Job Title: Fire Alarm Engineer Apprentice

Purpose of the post:

To assist in the overall objectives of the Electrical Section, and the delivery of an effective and efficient service.

Principal Accountabilities

- To complete the Apprenticeship Training Programme (maximum of 4 years)
- To complete a full range of fire alarm system associated with the servicing, repair, across the Gentoo stock of buildings (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 align with and exhibit the Group’s Cultural values
- Develop excellent working relationships with colleagues and positively engage in team meetings
- Complete minor elements of multi-skilling associated with the 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
- To offer an excellent service to our customers
- Maintain a clean and tidy work place
- Take responsibility and be accountable for your actions and behaviour

Training

- The successful candidate will be expected to complete a Level 3 Advanced Apprenticeship in Fire, Emergency & Security Systems (FESSA)

Period

4

Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English. Subject to colour blindness testing.

Gas

Job Title: Gas Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in the overall objectives of the Gas Team, and the delivery of an effective and efficient service.

Principal Accountabilities

- To complete the Apprenticeship Training Programme (maximum of 4 years)
- To learn the full range of 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 multi-skilling tasks associated with gas repair, maintenance and servicing 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 & 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
- Develop excellent working relationships with colleagues and positively engage in team meetings



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

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English



Housing and Property Management

Job Title: Housing and Property Management Apprentice

Purpose of the post:

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

Principal Accountabilities

- To gain experience in the full range of tasks within the apprenticeship framework. In order to do so, the successful candidate will spend time in various teams within Housing, including but not limited to, the Safety and Support Team, Money Matters Team, Leasehold and the Neighbourhood Teams
- To develop good working relationships with colleagues, internal and external partners, and understand the wider role of housing management
- To complete all relevant training and assessments associated with the apprenticeship within given timescales
- To contribute to the full range of tasks associated with the day to day running of Gentoo Housing (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 their tenancy in a successful way
 - Maintaining accurate customer records

Training

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

Period 2 Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English

Joinery

Job Title: Joinery Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in all aspects of joinery work, including repairs, maintenance, preservation and installation and compliance work.

Principal Accountabilities

- To learn the full range of joinery tasks to assist in the repairs and maintenance of Gentoo properties
- Under supervision, support a joiner to carry out all installations, repairs and maintenance work required and all other joinery related duties including general joinery repairs, preservation work, installation of kitchens & doors and roofing repairs
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health & 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 complete all relevant training and assessments associated with the apprenticeship



Training

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

Period

4
Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English



Training

- To complete the Level 3 Paralegal apprenticeship training programme

Period **2** Years

Requirements

3 A Levels or equivalent, grade A–C, and minimum 2 GCSEs grade 4/C or above, this includes Maths and English

Paralegal

Job Title: Paralegal Apprentice

Purpose of the post:

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

Principal Accountabilities

- To contribute (under supervision) to the full range of tasks dealt with by the legal team, including:
 - Assisting with a range of legal transactions
 - Providing updates of information to relevant parties as required
 - Preparing and processing correspondence and documents using the department’s case management system
 - Undertake legal research and present the findings accurately and clearly
 - Carrying out a range of administrative support functions
- Supporting with sales of new build homes including issuing contract packs, replying to enquiries, reporting to and updating the Head of Sales and Marketing and supporting exchanges and completions
- Supporting with all aspects of the purchase and sale of part exchange properties including title checks and ordering searches
- Assisting with disposals and acquisitions of land/property in connection with the Group’s business
- Carrying out investigations of title and reporting to client
- Carrying out such other duties as are reasonably required by the Legal Services Manager/Property Solicitor
- Providing general administrative support to the processing of the Group’s property matters

Multi-Maintenance

Job Title: Multi-Maintenance Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in carrying out general building maintenance duties including joinery, plastering, tiling, decorating, bricklaying, plumbing, fencing, flooring and roofing.

Principal Accountabilities

- To learn the full range of multi-maintenance tasks to assist in the repairs and maintenance of Gentoo occupied and empty properties
- Under supervision, support Multi-Maintenance operatives and trades to carry out general building maintenance duties including joinery, plastering, tiling, decorating, bricklaying, plumbing, fencing, flooring and roofing
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health & 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 complete all relevant training and assessments associated with the apprenticeship



Training

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

Period

2
Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English



Plastering

Job Title: Plastering Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in plastering works including ceramic tiling, rendering, preservation work, pebble dash and artex works.

Principal Accountabilities

- To learn the full range of plastering tasks to assist in the repairs and maintenance of Gentoo properties
- Under supervision, support a plasterer to carry out all plastering works, including ceramic tiling, rendering, preservation work, pebble dash and artex works
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health & 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 complete all relevant training and assessments associated with the apprenticeship

Training

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

Period 4 **Years**

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English

Plumbing

Job Title: Plumbing Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in plumbing and gas works.

Principal Accountabilities

- To learn the full range of plumbing and gas tasks associated with the repair, maintenance and refurbishment of our properties (under supervision)
- To learn the full range of multi-skilling tasks associated with the repair, maintenance and refurbishment of our properties (under supervision)
- To learn the full range of plumbing installation tasks associated with Gas Boiler and full central heating systems 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 & 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



Training

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

Period

4
Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English

Training

- The successful candidate will be expected to complete a Level 2 Intermediate Apprenticeship in Roofing

Period **4** Years

Requirements

2 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English



Roofing

Job Title: Roofing Apprentice

Purpose of the post:

To develop the skills and knowledge to assist in roofing works.

Principal Accountabilities

- To learn the full range of roofing tasks associated with the repair, maintenance and refurbishment of our properties (under supervision)
- To support in carrying out all responsive and planned roofing and slating duties required and all other roofing related duties, including flat roofing works, gutter cleans (under supervision)
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- To comply with the Group's Health & 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

Construction Support Technician (Surveying - Damp Inspection)

Job Title: Construction Support Technician (Surveying - Damp Inspection)

Purpose of the post:

To develop the skills and knowledge to support in providing building technical advice and solutions relating to Gentoo properties whilst ensuring a customer focussed service delivery.

Principal Accountabilities

- To learn the full range of property surveyor tasks to assist in the repairs and maintenance of Gentoo properties
- Under supervision, support property surveyors and trades to provide building technical advice and solutions relating to Gentoo properties whilst ensuring a customer focussed service delivery
- To support carrying out customer led property inspections to identify issues/ defects
- To support in carrying out detailed condensation and dampness inspections along with full property inspections to identify repairs or defects
- To ensure risk assessments, method statements, product information and COSHH data sheets are accurately followed
- Develop an awareness of specific access equipment to be used for working at height and use in accordance with method statements
- To comply with the Group's Health & 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
- To complete all relevant training and assessments associated with the apprenticeship



Training

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

Period

4
Years

Requirements

5 GCSEs minimum (or equivalent) grade 4/C or above, this includes Maths & English

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.gentoogroup.com/careers

Applications will be accepted between **11 May 2024 - 31 May 2024**.

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



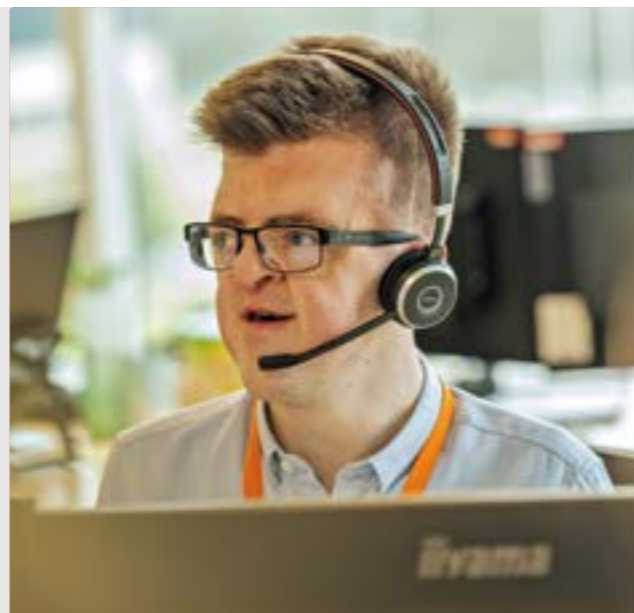
How to apply

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 **10 June 2024**.

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 **11 May**



Interviews and assessment commence **24 June**



Applications close **31 May**



Offers will be made from **22 July** subject to satisfactory references and DBS checks



You will hear from us if you are successful **week commencing 10 June**



Apprentice start date **9 September**



Kevin Nichol, Scheme Manager at Gentoo, said: **“It has massively helped my career doing an apprenticeship and the amount of experience and qualifications I’ve gained from doing my apprenticeship, outweighs anything else I could of done. I would definitely recommend an apprenticeship at Gentoo.”**



Jack Bond, Gas Apprentice, said: **“I’ve learnt a lot so far on the job and it’s the best thing I’ve ever done. The opportunities are endless with an apprenticeship.”**



Amy Murphy, People Support Assistant at Gentoo, said: **“I received a lot of support from my colleagues at Gentoo when doing my apprenticeship and everyone in the organisation wants to see apprentices do well and develop.”**



Abigail Brennan, Neighbourhood Coordinator, said: **“An apprenticeship is definitely something to challenge you and it opens so many doors for you. I would recommend anyone looking at apprentices to apply.”**

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

Find out more >>>

