

Job Description

Job Information	
Job Title	Branch Apprentice
Business	Buildbase
Working Hours	Monday – Friday between 7.30am and 5.00pm. Alternative Saturdays 8.00am – 12.00pm if over 18.
Reports to	Branch Manager

Job Summary

To provide excellent customer service to everyone who you come into contact with on a daily basis. This includes customers, colleagues, suppliers and other internal departments. You will do this whilst learning & developing through gaining practical, project & study-based experience.

This one-year programme will lead to a Level 2 Apprenticeship in Trade Supplier.

- Typical Tasks & Activities**
- Participate fully in the day to day operation of the branch, in order to ensure that our customers receive the best customer service.
 - Make the most of your Apprenticeship by attending all meetings relating to the scheme and take full advantage of the learning opportunities available to you.
 - Commit to and maximise the use of 20% of working hours provided for “off the job” training.
 - Demonstrate an enthusiastic, flexible and resilient attitude when dealing with both customers & colleagues.
 - Work as part of a team within the branch to meet required deadlines and or targets.
 - Understand that the role is a mix of all aspects of the business from office and computer-based tasks, dealing with customers face to face, and on the phone.
 - Make suggestions for improving the way we work using your skills and knowledge which you bring to this role.
 - You’ll be given the training to fully contribute to the branch, which will include safely loading company and customer vehicles.

Skills & Experience	
<p>Essential:</p> <ul style="list-style-type: none"> • Keen to learn, with the desire to develop further. • Wants an interesting role, with varied opportunities for progression. • Flexible and adaptable as no two days are ever the same. • Warm and friendly. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Have an interest in Construction or DIY.

<ul style="list-style-type: none"> • Organised, able to manage time efficiently. • Someone who keeps their promises and gets the job done. • Understands the importance of working safely and following health and safety instructions. • Basic computer skills. 	
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Our Winning Ways
<p>Know Your Stuff</p> <ul style="list-style-type: none"> • Be the best at what you do and understand your customer <p>Don't Walk Past a Problem</p> <ul style="list-style-type: none"> • Make it a safe place to be • Ask for help if you need it • Take action to get things sorted <p>Find a Better Way</p> <ul style="list-style-type: none"> • Think differently and share new ideas • Make smart choices <p>Build Trust</p> <ul style="list-style-type: none"> • Listen with an open mind • Respect everyone • Keep your word <p>Team up and Beat the Competition</p> <ul style="list-style-type: none"> • Help others to be successful • Celebrate achievements • Work as one Grafton Team <p>Be our Customers' Favourite</p> <ul style="list-style-type: none"> • Go the extra mile • Be attentive • Make them feel valued