

# USEFUL INFORMATION

## WHAT DO YOU NEED TO KNOW

- ▶ You will be a full time permanent employee with a desire to start a long term career with UK Plumbing Supplies
- ▶ You will experience all areas of the business over the 12 month duration of the course
- ▶ You will be enrolled on your apprenticeship within a month of starting your role
- ▶ Support will be provided by your Manager & training provider to help you meet the programme requirements
- ▶ As part of the apprenticeship you will need to demonstrate the appropriate level of literacy & numeracy in functional skills
- ▶ You will be required to attend regular meetings and training with the training provider and complete the relevant preparation
- ▶ You will have access to a virtual learning portal to support your learning
- ▶ To complete the apprenticeship you will need to prepare and undertake for an End Point Assessment
- ▶ Upon completion of programme you will have a career discussion with your Manager before confirming your future role

## SALARY & HOLIDAY INFORMATION

- ▶ You will receive a competitive salary that will be reviewed after 6 months.
- ▶ After 12 months this will be reviewed and increased in line with company salary (and Living Wage)
- ▶ You will be eligible for our annual Profit Share Scheme
- ▶ Annual holiday entitlement will be 23 days + Bank holidays

**Apply Now**

## WHO WE ARE LOOKING FOR

**We are looking for someone who is:**

- ▶ Enthusiastic, flexible, resilient and willing to undertake a variety of tasks
- ▶ A good team player
- ▶ Able to deal with multiple tasks
- ▶ Able to use your own initiative, with a 'can do' positive outlook even when under pressure
- ▶ Looking to begin a career within a Plumbing & Heating merchant

**To find out more please contact:**

# WHERE NOW?

**Kickstart Your Career**

## APPRENTICE VACANCIES

Graham would like to talk to people who are keen to earn while they learn in a fast paced, fun packed, sales environment.

Graham are keen to develop and train local talent, offering plenty of opportunities to progress your career.

**If you're ready to grasp an exciting future with us, please get in touch!**

**Graham**  
The Plumbers' Merchant

[grahamdirect.co.uk](http://grahamdirect.co.uk)

**Your Nearest Centre**





**Earn  
While You  
Learn**

## INTRODUCTION

We are looking for new starters to join our business, working as a Trade Counter Apprentice. This is a varied role with plenty of opportunities to develop your customer service, sales skills and product knowledge.

### AS AN APPRENTICE YOU WILL:

- ▶ Work as part of the team to ensure we maintain great service for all our customers
- ▶ Work in all areas of the business to develop your knowledge and skills
- ▶ Have a structured training programme and development plan in place
- ▶ Be supported by your Manager and training team to help you progress

If you like a fast paced, fun environment and want to learn new skills across a variety of job roles then an apprenticeship with us is perfect for you!

If you require any further information or want to discuss this opportunity in more detail please get in touch.

**Manager:**

**Email:**

**Phone:**

## PROGRAMME OVERVIEW

There are a range of modules that you will complete as part of the Trade Supplier Apprenticeship Programme. These are all relevant to our business to provide you with the key skills to be successful in the job role and will be completed alongside your internal training programme.

### ENROLMENT:

- 🕒 Onboarding activities
- 🕒 Meet Your Coach session
- 🕒 Skills Radar

### MODULE ONE: PERSONAL DEVELOPMENT

- 🕒 Actions and behaviours
- 🕒 Tools to support development
- 🕒 Role and responsibilities

### MODULE TWO: THE ORGANISATION

- 🕒 Mission, objectives and culture
- 🕒 Product and service knowledge
- 🕒 Brand and business reputation
- 🕒 Service offer

### MODULE THREE: SPECIALIST TRADE CUSTOMER PROFILE

- 🕒 Internal and external customers
- 🕒 Active listening skills
- 🕒 Product and service options
- 🕒 Service approach

### MODULE FOUR: TRADE COUNTER AND TELESales SERVICES

- 🕒 Customer focused experience
- 🕒 React promptly to customers
- 🕒 Negotiation skills
- 🕒 Documentation and information retention
- 🕒 Offer associated products

### MODULE FIVE: PRINCIPLES OF WAREHOUSING AND STOCK CONTROL

- 🕒 Safe movement and storage
- 🕒 Stock control systems  
'Goods in' process
- 🕒 Loading and unloading vehicles
- 🕒 Reporting issues

### MODULE SIX: LEGISLATIVE RESPONSIBILITIES

- 🕒 Introduction to regulations and legislation
- 🕒 Health and safety
- 🕒 Key and relevant legislation and regulations
- 🕒 Day-to-day operations

### MODULE SEVEN: PERSONAL RESPONSIBILITIES AND PERFORMANCE

- 🕒 Task requirements
- 🕒 Effective time management
- 🕒 Maintaining a positive attitude
- Problem solving

### MODULE EIGHT: APPROPRIATE TECHNOLOGIES

- 🕒 Benefits of technology
- 🕒 Systems and equipment
- 🕒 Operating technology
- 🕒 Training and reporting issues
- 🕒 Software tools

### MODULE NINE: ENVIRONMENTAL IMPACT

- 🕒 Sustainability
- 🕒 Environmental policies and procedures
- 🕒 Positive impact
- 🕒 Practice Assessment

### MODULE TEN: CAREER DEVELOPMENT

- 🕒 Goals: what do I want to achieve
- 🕒 Reality: where am I now
- 🕒 Opportunities: what's out there for me
- 🕒 Way forward: what am I going to do about it

### END POINT ASSESSMENT

- 🕒 Knowledge Check
- 🕒 Professional Discussion
- 🕒 Workplace Observation