

From WDH apprentice to team leader

Tom Storey joined WDH in 2008 as an apprentice plumber. Over the last seven years he's progressed through the business and is now a Team Leader. Tom manages 11 people as part of a wider team that's tasked with carrying out annual inspections and repairs on gas appliances across WDH's stock of over 31,000 homes.

When Tom first joined WDH he learnt on the job as well as spending his first two years studying an NVQ Level 2 in plumbing at college. During his third year Tom also learnt about gas engineering, which led to him eventually working in the gas team because they needed extra support. Whilst WDH paid for Tom to get his basic gas qualifications, he knew that to do the role full time he'd need to have additional training to enable him to work on gas cookers and fires. Tom paid for this himself.

After a year of working alongside the gas team, a job as a gas engineer finally became available in the team and at interview he was successful.

In mid-2014 a team leader position became available and Tom discussed the role with the recruiting manager to check that he was eligible to apply. After gaining reassurance that he was, he applied and was successful.



Tom says that the best part of his job is learning new ways of working from other team leaders.

He says: "I used to work on my own with tools a lot of the time, so it's been good to learn more about communication from other team leaders. I've implemented a lot of what I've seen others do well.

"WDH's apprenticeship programme is great because it gave me the opportunity to learn both plumbing and gas engineering, which has helped me to get to where I am today. As part of your college work you've got to be able to demonstrate what you've done, and WDH make sure you can evidence all aspects of the work needed. You're really looked after."