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| **Role Profile** |
| **Career family** | Operational Support  |
| **Professional pathway** | Facilities and Assets  |
| **Career family level** | Apprentice (Tier 7) |
| **Associated job summary overviews** |  |
| **Grade / Grade range** |  £17507 - £24413 |
| **Reference number** | ROP-FMA-2025-7D  |
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# This is an Apprenticeship role, with full training and support provided to achieve the Level 2 Property Maintenance Operative Apprenticeship qualification.

# **Purpose**

Work within a flexible maintenance team as a mobile apprentice. Dealing with both reactive and planned maintenance across the Property Service sites such as Fire stations, Libraries, Children's & adults' premises, Corporate offices, schools and other Council buildings.

The role with be required to carry out fabric repairs such as repairing walls and flooring, hanging doors, painting and decorating nominated areas.

Apprentices are expected to take an active role in their own development by seeking feedback and reflecting on their progress. Building strong working relationships with both team members and mentors helps apprentices develop a well-rounded understanding of their field. Apprentices must follow their line manager’s instructions, ensuring they acquire the necessary knowledge, skills, and behaviours required by their apprenticeship standard. By successfully meeting these requirements, apprentices can lay a solid foundation for future career advancement and continued professional growth.

# **Corporate accountabilities that you will learn:**

* Always demonstrate professionalism and embrace matrix working with colleagues and partners, removing silos
* Gain good understanding of your role and acquire relevant professional training and work experience to deliver high performance
* Be proactive in learning, taking ownership of development and growth by positively receiving and acting on feedback
* Prevent or mitigate risks, including risks to health and wellbeing
* Be innovative - and contribute by sharing ideas within your area of work
* Communicate clearly and effectively with colleagues and customers
* Act as an Equality, Diversity and Inclusion (EDI) role model, taking responsibility for learning about EDI and promoting an inclusive working environment.
* Seek to enhance the health and wellbeing of yourself and others
* Support improved environmental performance within your team by being conscious of the impact of activities on the environment and climate.
* Adhere to contract and financial policies, procedures and timelines to ensure the Council's transactions, commitments, contracts, and essential accounting information are recorded completely, accurately, and promptly.

# **Professional pathway accountabilities**

* Engage in continuous learning and professional development, staying updated with the latest developments in the area of expertise in accordance with apprenticeship requirements.
* Undertake a range of assigned tasks under regular supervision.
* Assist in solving problems and issues that arise during project implementation, referring complex matters to more senior levels.
* Gain knowledge of regulations, standards, and processes in their area of work.
* Receive on-the-job training and successfully complete professional qualifications/training.
* Handle enquiries and provide information to internal and external stakeholders in a professional manner.

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| **Essential skills, knowledge and experience required**  |
| Good levels of literacy and numeracy skills |
| Understand what makes good customer service and what behaviours and actions can negatively affect it, and be committed to eliminating these from your work |
| Be an effective communicator in person, remotely and in writing, being friendly and approachable when dealing with customers, colleagues and stakeholders and able to remain calm when handling challenging situations. |
| Willing to learn to work on own and as part of a team |
| Excellent time management skills, able to prioritise and meet deadlines |

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| **Values and behaviours**  |
| Our organisational values underpin everything we do and say. In short: our values describe ‘the way we do things here’. They are:  * **Always learning**
* **Be kind and caring**
* **Equality and integrity**
* **Take responsibility**
* **Daring to do it differently**
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| **Accessibility**  |
| If you (or anyone you know) needs this document in an alternative format i.e., Easy Read, large text, audio, Braille, or a community language, please contact your line manager to discuss your requirements or call the council’s customer services team on 01865 792422 and we will work with you to meet your needs.   |

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| **Job Summary Overview** |
| **Job title** | Property Maintenance Apprentice L2 |
| **Career family**  | Operational Support  |
| **Professional pathway** | Facilities and Assets  |
| **Career family level** | Apprentice (Tier 7) |
| **Grade** | Grade 2 - £17507 - £24413 |
| **Reports to** | Hard FM Maintenance Supervisor  |
| **Financial responsibility** |  N/A |
| **Supervisory responsibility** | N/A |
| **Reference number** | ROP-FMA-2025-7D  |

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| **Job Summary**  |
| In this role, you will support the Hard FM workforce by upholding the Property Service’s values and policies, fostering a positive and constructive environment with colleagues, customers, and managers alike. You will have the opportunity to learn and deliver high-quality, prompt repairs and maintenance to the building fabric across the FM portfolio. Customer satisfaction and the accuracy of your work will always be priorities, whether you are performing preventative and corrective maintenance, minor repairs, or replacing components within water, environmental, and energy management systems, all in line with current legislation, industry standards, and manufacturers' requirements.You will assist with the planned maintenance programme and conduct routine inspections of buildings, services, and fixtures and fittings, arranging for necessary repairs in accordance with statutory requirements and contributing to minor decoration projects. Commitment to health and safety is essential: you will undertake all required training, follow the Property Service’s health and safety policies and procedures, use appropriate safety equipment, and ensure a safe working environment for yourself and others. This includes supporting your line manager with best health and safety practices, identifying and reporting workplace hazards, and ensuring that all safety events—accidents, incidents, or near misses—are properly recorded to prevent recurrence.Collaboration is key to this role. You will engage constructively with colleagues across the Council and with external partners, both supporting and constructively challenging others to help deliver positive change. All tasks, duties, and responsibilities set out in this job description are to be performed in accordance with departmental and council policies, practices, procedures, and standards.Additionally, you are expected to complete the associated Apprenticeship qualification, meeting all targets, which may involve off-site training. Throughout your work, you will consistently apply and uphold the principles of Equal Opportunities as embodied in the council’s policies and practices. |

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| **Specific requirements** | **Essential***Mark with* P | **Desirable***Mark with* P |
| 4 GCSE's grade A\*- C / 4-9 or equivalent including Maths, English & Science | X |  |
| Understand what makes good customer service and what behaviours and actions can negatively affect it, and be committed to eliminating these from your work | X |  |
| Be an effective communicator in person, remotely and in writing, being friendly and approachable when dealing with customers, colleagues and stakeholders and able to remain calm when handling challenging situations. | X |  |
| Willing to learn to work on own and as part of a team | X |  |
| Excellent time management skills, able to prioritise and meet deadlines | X |  |
| Commitment to, and understanding of, the principles of Equal Opportunities for all, as an employee, colleague and provider of services.  | x |  |
| Willingness to undertake the associated Apprenticeship qualification making sure that all targets are achieved. This may include attending off site training as needed | x |  |
| Previous knowledge or experience of a trade. |  | x |
| A qualification or experience with PAT |  | x |
| Full Driving Licence is required due to the nature of some of our remote locations |  | X |

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| **Working Arrangements** |
| * The post is notpolitically restricted.
* Contractual base as detailed on contract, but you can work on a flexible basis in line with our Agile Working Policy.
* Able to travel across the county and work from various office locations within the county.
* Adaptable and flexible regarding work location and conditions; readily able to access sites:
* over rough terrain
* in all weather conditions,
* for extended periods of time,
* to work alone
* to make unaccompanied site visits or meetings,
* to work in remote areas.
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| **Health and Safety at Work [Completed by service lead]**  |
| All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.   The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).   |

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| [ ]  | Provision of personal care on a regular basis  | [ ]  | Driving HGV or LGV for work  |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects  | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)  |
| [x]  | Working at height/ using ladders on a regular/ repetitive basis  | [ ]  | Restricted postural change – prolonged sitting  |
| [ ]  | Lone working on a regular basis  | [x]  | Restricted postural change – prolonged standing  |
| [ ]  | Night work  | [x]  | Regular/repetitive bending/ squatting/ kneeling/crouching  |
| [ ]  | Rotating shift work  | [ ]  | Manual cleaning/ domestic duties  |
| [ ]  | Working on/ or near a road  | [ ]  | Regular work outdoors  |
| [ ]  | Significant use of computers (display screen equipment)  | [ ]  | Work with vulnerable children or vulnerable adults  |
| [ ]  | Undertaking repetitive tasks  | [ ]  | Working with challenging behaviours  |
| [ ]  | Continual telephone use (call centres)  | [ ]  | Regular work with skin irritants/ allergens  |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels)  | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)  |
| [x]  | Work requiring respirators or masks  | [ ]  | Work with vibrating tools/ machinery  |
| [ ]  | Work involving food handling  | [ ]  | Work with waste, refuse  |
| [ ]  | Potential exposure to blood or bodily fluids  | [ ]  | Face-to-face contact with members of the public  |
| ​​☐​  | Other (please specify):   |