

# PROPERTY MAINTENANCE OPERATIVE

## EMPLOYER FACTSHEET GROW YOUR OWN TALENT

Train or hire employees to optimise your property condition and quality and ensure the building is kept safe in a working condition or to provide a high quality service to your clients when you run a property maintenance business.

### Key Information

Level	2
Duration	Minimum 12 months
Entry requirements	16 years or over. The requirement will be decided by each employer, but usually five GCSEs are required
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus
Typical job titles	Maintenance Assistant, Property Engineer, Maintenance Engineer, Maintenance Manager, Maintenance Technician, Caretaker, Multi-Skilled Technician, Premises Manager
Key responsibilities	Understand the mechanism of buildings including electrical, plumbing, plant, safety systems and equipment, provide first & immediate response to fault finding, whilst maximising quality & ensuring cost effectiveness
Qualifications	The apprentice will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership for the apprentice whilst studying
Suggested sectors	Housing, Healthcare, Social Care, Hospitality, Education, Commercial Properties, Leisure, Retail, Public & Private Sector Buildings
Progression	Completing this apprenticeship programme with its transferable skills will enable progression into roles such as a Technical Specialist e.g. Electrical or Plumbing and Supervisory and Management roles e.g. Facilities Management, across a wide range of sectors.

### Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college provider of apprenticeships in west London



We work with major companies including British Airways, Brunel University London & Menzies etc.



Government funding may be available. Eligibility and criteria apply

### Employers involved in creating this standard:

Barchester Healthcare, Mitie, Carillion PLC, Interserve PLC, Hilton Worldwide.

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**Apprenticeships & Skills**

Harrow, Richmond & Uxbridge Colleges

## Modules and Content Summary

### Knowledge & Skills/ Core Technical Competencies/ Understanding

**A Property Maintenance Operative will use their knowledge and understanding of basic carpentry, electrical, plumbing and decorating to;**

Understand and demonstrate the importance of Health and Safety in the workplace

Comply with organisational safety, policies and procedures and identify hazards and reduce them

Consider safety compliance with a diverse sector of client groups

Understand and demonstrate the importance of working safely at height

Carry out repairs to the fabric of a building, for example repairs to walls, doors, doorframes, skirting boards or plaster damage to internal walls

Maintain high levels of water hygiene within a building

Understand and maintain plant, safety systems and equipment

Understand and maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains

Understand and maintain electrical distribution, safe repair of electrical installation to legal requirements, for example replacing damaged sockets, plugs, lighting and fuses

Demonstrate and implement energy, environment and sustainable practices

Understand and demonstrate the safe use of hand tools, for example screwdrivers, power drills, pliers, paper strippers and a variety other tools used in plumbing and carpentry

Understand and maintain grounds and external fabrication of a building, such as drainage and guttering

### Core Behavioural Attributes

Have a flexible attitude

Commitment to quality and excellence

Ability to perform under pressure

Persists in the face of adversity

Thorough approach to work

Ownership of work and follow through to a satisfactory conclusion.

Client/Customer focus and interaction

Able to live the organisations values

Ability to create effective working relationships

Aptitude for problem solving

Ability to comply with company policies and procedures

Ability to control and influence within remit

Shows respect for all stakeholders

Persuasive influencing skills

Enthusiasm

### Interpersonal Skills

Take ownership of situations

Work independently and as part of a team

Problem solving approach

A drive for efficiency and value for money

Communicate effectively at all levels

Ability to understand limitations within the role

Adaptability

A drive for quality and excellence