

# Property Maintenance Operative - Level 2 Intermediate Apprenticeship

The primary role of a Property Maintenance Operative is to optimise property condition and quality and to ensure the building is kept in a safe working condition.

Property Maintenance Operatives need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests, and the team. They will understand the mechanism of buildings including electrical, plumbing, plant, safety systems, and equipment.

They will provide a first and immediate response to fault finding, whilst maximising quality and ensuring cost-effectiveness. They will ensure the prevention of major damage that could result in extensive costs and minimise reactive intervention.

## WHAT WILL THE APPRENTICE STUDY?

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
- Understand and maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains
- Maintain high levels of water hygiene within a building
- Understand and maintain electrical distribution, safe repair of electrical installation to legal requirements, for example replacing damaged sockets, plugs, lighting and fuses.
- Understand and maintain plant, safety systems and equipment
- Demonstrate and implement energy, environment and sustainable practices
- Understand and maintain grounds and external fabrication of a building, such as drainage and guttering
- 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
- Demonstrate and understand the importance of the control of resources and stock

**Duration:** 24 months

**Location:** Workplace and College

- Understand and demonstrate the principles of Planned Preventative Maintenance
- Understand how to prepare for refurbishment or deep clean of equipment and surfaces
- Carry out repairs and reactive maintenance
- Understand the importance of customer service
- Record and report information accurately either internally or externally

For more details please visit the [Institute of Apprenticeships](#)

## ENTRY CRITERIA

You will need:

- To be aged 16 or older
- To be employed for a minimum of 30 hours per week with 20% of your normal working hours set aside for you to complete your training and study
- 5 GCSEs at grade 3 or above, including English and Maths or Functional Skills at Level 1 in English and Maths

All applicants must have an interview and assessment in English and Maths to confirm that the apprenticeship is suitable for them.

Employers may also set additional entry requirements, as a prerequisite to working with them.

## HOW IS THE APPRENTICE ASSESSED?

Apprenticeships are assessed by classroom study coursework and assessments along with on-the-job practicals.

## OCCUPATIONAL PROFILE

The apprentice will be recognised by the British Institute of Facilities Management (BIFM) providing Associate Membership for the apprentice whilst studying. BIFM have confirmed resources and learning materials will be available for the apprentice to support them throughout their learning journey.

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.

Typical Job Role include; Maintenance Assistant, Property Engineer, Facilities Assistant, Maintenance Engineer, Maintenance Manager, Maintenance Technician, Caretaker, Janitor, Multi-Skilled Technician, Premises Manager

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