



# PROPERTY MAINTENANCE OPERATIVE

**Reference Number: ST0171**

## Details of standard

### Typical job roles

Maintenance Assistant, Property Engineer, Facilities Assistant, Maintenance Engineer, Maintenance Manager, Maintenance Technician, Caretaker, Janitor, Multi-Skilled Technician, Premises Manager

### Suggested Sectors

Housing, Healthcare, Social Care, Hospitality, Education, Commercial Properties, Leisure, Retail, Public & Private Sector Buildings  
Duration

Minimum of 12 months

### Apprenticeship level

Level 2

### Role Profile

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 team. They will understand the mechanism of buildings including electrical, plumbing, plant, safety systems and equipment. They will provide first and immediate response to fault finding, whilst maximising quality and ensuring cost effectiveness. They will ensure prevention of major damage that could result in extensive costs and minimise reactive intervention.

### Entry Requirements

Individual employers will set their selection criteria but the standard includes Maths and English understanding and functional application at Level 1, enabling apprentices to aspire to the next level. Employers will set the entry specification suitable for the correct level of the individual.

### Core Technical Competencies/Skills and Knowledge/ 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
- 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
- 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

### **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
- Enthusiasm
- Ability to control and influence within remit
- Persuasive influencing skills
- Shows respect for all stakeholders

### **Interpersonal Skills**

- Take ownership of situations
- Work independently and as part of a team
- Communicates effectively either verbally or in writing
- Problem solving approach
- A drive for efficiency and value for money
- Communicate effectively at all levels
- Adaptability
- Ability to understand limitations within the role
- A drive for quality and excellence

## Professional Recognition

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.

## 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.

## Review of Standard

This standard will be reviewed every 2 years due to legislation and technology changes.

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## Property maintenance operative Assessment Plan

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