



FACILITIES SERVICES OPERATIVE

Reference Number: ST0617

Details of standard

This apprenticeship standard is currently in development and its contents are subject to change

Occupation summary

This occupation is found in the facilities management (FM) industry both in the “supplier” side (i.e. those companies that supply FM services to their customers) and the “client” side (i.e. the recipients of those contracted FM services).

A Facilities Services Operative is a broad description of someone who provides facilities services support to customers and FM departments. This may include services such as security, supporting hard FM functions i.e. maintenance and engineering, and Soft FM i.e. cleaning, catering, front-of-house logistics, post-room services and portering.

The FM industry covers a wide range of industry sub-sectors. Therefore, typically, this role could be found working in a range of environments e.g. in an office and/or on-site, for example, in residential developments and commercial properties, hospitals, schools or retail centres and industrial locations.

Beyond their immediate team, Facilities Services Operatives (FSOs) liaise with colleagues in other departments (e.g. Finance, Procurement/Commercial) and collaborates with technical experts and other FM-related roles such as security personnel, cleaners, catering and front-of-house staff. This is an outward-facing role where liaison with customers is a key priority and forms a major part of the role. An employee in this occupation may work alone in a small enterprise or in teams of up anything from 30 to 500 people in a large-scale operation, depending on the size of the contract.

An employee in this occupation will be responsible for fulfilling the duties listed below in compliance with legislation and organizational policies and procedures. In their daily work, an employee in this occupation interacts with colleagues within the FM department and reports to the FM Supervisor. There is no typical pattern of work, but Facilities Services Operatives are often employed on a Monday to Friday basis. Night working is rarely involved.

Typical job titles

Typical job titles include: Facilities Services Operative; Facilities Operative; Facilities Services Assistant; Facilities Assistant; Facilities Coordinator; Workplace Coordinator; Workplace Support Coordinator; Estate Operative; Concierge

Occupation duties

Duty	Criteria for measuring performance	KSBs
Duty 1 Support the delivery of the responsibilities of the Facilities Services function in complying with health and safety and other legislation and organizational policies and procedures	<p>Apprentices' skills must be measured against the following criteria:</p> <p>S1.1 Health and Safety at Work etc Act 1974</p> <p>S1.2 Other relevant legislation</p> <p>S1.3, S1.4, S1.5 Standard Operating Procedures (SOPs)</p>	<p>K1.1, K1.2, K1.3, K1.4, K1.5</p> <p>S1.1, S1.2, S1.3, S1.4, S1.5</p> <p>B1, B2, B3, B4, B5, B6</p>
Duty 2 Address FM-related risks, hazards and threats to people, property and premises	<p>Apprentices' skills must be measured against the following criteria:</p> <p>S2.1, S2.2, S2.3, S2.4 Standard Operating Procedures (SOPs)</p>	<p>K2.1, K2.2, K2.3, K2.4, K2.5</p> <p>S2.1, S2.2, S2.3, S2.4</p> <p>B1, B2, B3, B4, B5, B6</p>
Duty 3 Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services	<p>Apprentices' skills must be measured against the following criteria:</p> <p>S3.1, S3.2, S3.3, S3.4, S3.5 Standard Operating Procedures (SOPs)</p>	<p>K3.1, K3.2, K3.3, K3.4, K3.5, K3.6, K3.7, K3.8</p> <p>S3.1, S3.2, S3.3, S3.4, S3.5</p> <p>B1, B2, B3, B4, B5, B6</p>
Duty 4 Support good sustainable practice in FM	<p>Apprentices' skills must be measured against the following criteria:</p> <p>S4.1, S4.2, S4.3 Standard Operating Procedures (SOPs)</p>	<p>K4.1, K4.2, K4.3</p> <p>S4.1, S4.2, S4.3</p> <p>B1, B2, B3, B4, B5, B6</p>
Duty 5 Maintain soft FM services	<p>Apprentices' skills must be measured against the following criteria:</p> <p>S5.1, S5.2, S5.3, S5.4, S5.5 Standard Operating Procedures (SOPs)</p>	<p>K5.1, K5.2, K5.3, K5.4, K5.5, K5.6</p> <p>S5.1, S5.2, S5.3, S5.4, S5.5</p> <p>B1, B2, B3, B4, B5, B6</p>
Duty 6 Gather FM-related information for continuous improvement purposes	<p>Apprentices' skills must be measured against the following criteria:</p>	<p>K6.1, K6.2, K6.3, K6.4, K6.5</p> <p>S6.1, S6.2, S6.3</p>

	S6.1, S6.2, S6.3 Task specification	B1, B2, B3, B4, B5, B6
Duty 7 Deliver front-of-house services	Apprentices' skills must be measured against the following criteria: S7.1, S7.2, S7.3, S7.4, S7.6 Standard Operating Procedures (SOPs) S7.5 Standard Operating Procedures (SOPs) and task specification	K7.1, K7.2, K7.3, K7.4, K7.5, K7.6 S7.1, S7.2, S7.3, S7.4, S7.5 B1, B2, B3, B4, B5, B6
Duty 8 Support hard FM functions	Apprentices' skills must be measured against the following criteria: S8.1, S8.2, S8.3, S8.4 S8.5 Standard Operating Procedures (SOPs)	K8.1, K8.2, K8.3, K8.4, K8.5 S8.1, S8.2, S8.3, S8.4, S8.5 B1, B2, B3, B4, B5, B6
Duty 9 Maintain and develop competence in the FM industry/sector	Apprentices' skills must be measured against the following criteria: S9.1, S9.2, S9.3 Organizational expectations	K9.1, K9.2, K9.3, K9.4, K9.5 S9.1, S9.2, S9.3 B1, B2, B3, B4, B5, B6
Duty 10 Support the delivery of FM projects	Apprentices' skills must be measured against the following criteria: S10.1 Standard Operating Procedures (SOPs), organizational expectations S10.2, S10.3, S10.4 Organizational expectations	K10.1, K10.2, K10.3, K10.4, K10.5 S10.1, S10.2, S10.3, S10.4 B1, B2, B3, B4, B5, B6

KSBs

Knowledge

K1.1 Legislative requirements and responsibilities relating to health and safety, access & inclusion, manual handling, working at heights, hazardous substances (COSHH), reporting of injuries, diseases etc (RIDDOR)

K1.2 Other legislative requirements and responsibilities e.g. food safety, employment rights and responsibilities, data protection, equality, diversity and inclusion

- K1.3** The distinctions between Hard FM (maintenance), Soft FM (support services), Total or Integrated FM and its contribution to an organization
- K1.4** The roles and responsibilities of FM technical experts (e.g. contractors, engineers, surveyors etc)
- K1.5** The roles and responsibilities of those within the FM reporting structure
- K2.1** HSE Five steps to risk assessment
- K2.2** The requirements of the emergency and evacuation procedures
- K2.3** Good practice in risk management in the FM industry e.g. security, access and inclusion
- K2.4** The limits of their personal authority and competence
- K2.5** Risk-related information requirements and those of the FM risk register
- K3.1** The features and purpose of effective customer service
- K3.2** The functioning of FM services and their interrelationships
- K3.3** The range of FM contracts and Service Level Agreements (SLAs) including customers' performance standards
- K3.4** The role of customer feedback in providing customer service
- K3.5** How the requirements of the contract/SLA with the customer is used to manage their expectations
- K3.6** The features of a complaints procedure and typical timescales
- K3.7** The purpose of keeping customers informed of developments, issues and delays
- K3.8** How innovation and change can support good customer relationships
- K4.1** Customers' and organizational corporate social responsibility and sustainability policies and requirements e.g. environmentally-friendly initiatives; "People, Planet, Profit"
- K4.2** The contribution of FM to support sustainability (good practice, profitability, cost-savings, quality enhancements)
- K4.3** Trends in FM of sustainable practice e.g. well-being, safeguarding
- K5.1** The contribution of soft FM services to an organization (value to customers, profitability, cost-savings, quality enhancements)
- K5.2** The factors to be taken into account in costing the delivery of an FM service
- K5.3** The features of a Service Level Agreement (SLA)
- K5.4** How to report inefficiencies and defects and suggest improvements
- K5.5** The impact of feedback in a service industry
- K5.6** The requirements of relevant SOPs
- K6.1** Types and sources of FM-related information (e.g. on health and safety, energy usage, efficiency of heating and lighting systems, security and access systems)

K6.2 The uses of FM-related information (e.g. identifying recurrent problems, performance management, cost, efficiency, quality, continuous improvement etc)

K6.3 The nature and benefits of improvements to an FM business (value to customers, sustainability, environmental, profitability, cost-savings, quality enhancements)

K6.4 The features of the FM improvement cycle

K6.5 How to use software such as Word, spreadsheets, email, internet. communications systems and FM-specific software e.g. Building Management Systems (BMS), I.D card systems and facilities helpdesk and how they support the FM function

K7.1 The functioning of the access management system (health and safety, security, front-of-house) including egress

K7.2 The planned maintenance programme and how it affects the front-of-house

K7.3 Why it is necessary to understand the layout of the facility and any internal access restrictions (e.g. security restrictions, management of deliveries and contractors, access and inclusion, risk management)

K7.4 How to carry out a conditions survey (e.g. taking photos, checking furniture and fittings etc) and prepare reports

K7.5 The different role of those involved in the organisation of events (e.g. security, marketing, IT, hospitality and catering outsourced organisations etc.)

K7.6 The way in which communication used in the front of house function influences visitors' perception of an organisation

K8.1 The contribution of hard FM to an organization (value to customers, profitability, cost-savings, quality enhancements)

K8.2 The difference between and requirements of planned preventative maintenance (PPM) and reactive maintenance

K8.3 The risks and hazards associated with maintenance activities and their consequences if realized

K8.4 The use of Building Management Systems (BMS) and operation and maintenance systems manuals to maintain specified operating conditions

K8.5 The interrelationship and need for collaboration between the Mechanical & Engineering and the FM function

K9.1 The purpose and features of personal performance measurement processes e.g. appraisals, one-to-ones

K9.2 The requirements of a personal development plan

K9.3 Training interventions available to support the development of FM competence and knowledge

K9.4 Sources of information e.g. trade magazines, professional body

K9.5 The features of effective reflective practice and the impact of personal behaviours

K10.1 The way in which an organization's mission, vision and values affect its operations

K10.2 The purpose of establishing good customer relations and the features of effective customer relationships

K10.3 The advantages and disadvantages of different methods of communication

K10.4 The stages of a project, roles and responsibilities within a project

K10.5 The project management tools that are used in the project

Skills

S1.1 Comply with relevant health, safety and environmental legislation (Health and Safety at Work etc Act 1974) e.g. logging incidents, posting/distributing health and safety notices, checking fire extinguishers, fire alarms, confirming that checks have been carried out, use of PPE

S1.2 Comply with other relevant legislation e.g. food safety, employment rights and responsibilities, data protection, equality, diversity and inclusion

S1.3 Comply with standard operating procedures (SOPs) e.g. permits to work, contractor risk assessments, safe systems of work, site inductions

S1.4 Carry out health and safety checks in accordance with SOPs

S1.5 Report the findings of health and safety checks in accordance with SOPs

S2.1 Identify risks, hazards and threats to people, property and premises in accordance with SOPs

S2.2 Act on the findings of health and safety checks in accordance with SOPs

S2.3 Implement site emergency and evacuation procedures in accordance with SOPs e.g. acting as emergency evacuation marshal, submitting evacuation plans and reports/audits

S2.4 Report on the actions taken in accordance with SOPs

S3.1 Collaborate with other colleagues (e.g. security officers, cleaning operatives, receptionists, engineers and catering staff) in accordance with SOPs

S3.2 Respond to customers' queries and incidents in accordance with SOPs

S3.3 Take action that is appropriate to the nature of the FM query (e.g. clarifying straightforward contractual/SLA queries, referrals/escalation)

S3.4 Deal with complaints in accordance with SOPs

S3.5 Keep customers informed of developments, issues and delays in accordance with SOPs

S4.1 Apply policies in sustainability and corporate social responsibility in accordance with SOPs

S4.2 Identify areas for improvement in sustainable and corporate social responsibility performance in accordance with SOPs

S4.3 Make practicable suggestions for improvements to corporate social responsibility performance in accordance with SOPs

S5.1 Operate the stock management system in accordance with SOPs e.g. stock checking, replenishment, stock ordering

S5.2 Confirm the correct functioning of equipment used to deliver FM services in accordance with SOPs (e.g. franking machines, reprographics equipment, cleaning equipment, vending machines, catering trolleys, radios, walkie-talkies etc.)

S5.3 Report the findings of premises and equipment inspections in accordance with SOPs

S5.4 Carry out quality assurance checks in accordance with SOP's to ensure that FM services are delivered to the required standard.

S5.5 Deal with feedback or escalate issues beyond their level of authority in accordance with SOP's

S6.1 Collect FM-related information from a variety of sources (e.g. from BMS, helpdesk or in-house systems) in accordance with the task specification

S6.2 Collate FM and health and safety information as specified (e.g. preparing preliminary reports such as energy usage and sustainability, heating systems, lighting systems, security and access systems) in accordance with the task specification

S6.3 Identify and report on opportunities for improvement from information collected in accordance with the task specification using appropriate software applications and communication platforms

S7.1 Provide support to the access management system in accordance with SOPs (e.g. ID checks, key authorization, security marking, security access data, building security alarm systems (access, CCTV etc)

S7.2 Ensure communal areas meet required standards of cleanliness and presentation in accordance with SOPs (e.g. cleanliness checks, keeping the area tidy and free from hazards, maintaining the currency of publicity displays, dealing with post, deliveries and laundry, acting as a traffic marshal, removing rubbish etc)

S7.3 Greet and treat visitors in accordance with SOPs

S7.4 Ensure service areas are maintained in accordance with SOPs for cleanliness and hygiene (e.g. food preparation areas, control rooms, compactors and refuse areas)

S7.5 Support others through the provision of reception services, events organisation, hospitality and catering, room set-up and restoration in accordance with SOPs and the task specification

S7.6 Report issues and problems in accordance with SOPs

S8.1 Log jobs and arrange for repairs and engineering maintenance in accordance with SOPs

S8.2 Carry out inspections of premises and facilities to ensure the correct functioning of buildings and plant equipment in accordance with SOPs e.g. access systems, temperature checks, repairs carried out

S8.3 Carry out minor repairs and maintenance or ensure that they have been carried out in accordance with SOPs e.g. changing toner, changing batteries, replenishing stationary, PPM audits.

S8.4 Report the correct operation of FM buildings and equipment in accordance with SOPs

S8.5 Keep asset registers up-to-date (checks, reconciliation, record keeping) in accordance with SOPs

S9.1 Complete and keep up-to-date personal development plans

S9.2 Keep FM-related skills up-to-date

S9.3 Keep FM-related knowledge up-to-date

S10.1 Manage customer expectations in accordance with SOPs and organizational expectations

S10.2 Communicate with customers confidently and clearly using communication methods that are appropriate to the situation in accordance with organizational expectations

S10.3 Support the project team constructively and in a way that engenders positive relationships in accordance with organizational expectations

S10.4 Report on the extent that objectives have been met and escalate any issues in accordance with organizational expectations

Behaviours

B1 Customer focus

B2 Team working

B3 Personal effectiveness

B4 Attention to detail

B5 Honesty

B6 Adaptability

Qualifications

English and Maths qualifications

Apprentices without level 1 English and maths will need to achieve this level and apprentices without level 2 English and maths will need to take the tests for this level prior to taking the end-point assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Professional recognition

Institute of Workplace and Facilities Management / Associate

Additional details

Occupational Level: 2

Duration (months): 12

Review

This standard will be reviewed after three years.

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