



# PROPERTY MAINTENANCE OPERATIVE

<b>Level</b>	2
<b>Duration</b>	15 months
<b>Job Examples</b>	Maintenance Assistant, Property Engineer, Facilities Assistant, Maintenance Engineer, Manager or Technician, Caretaker, Janitor, Multi-Skilled Technician, Premises Manager

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.

## THE PROGRAMME

### On programme

- Portfolio Development
- Property Maintenance Operative Level 2
- Logbook/ portfolio of evidence
- Research assignment

### Commitment from the Employer and Staff:

During the Apprenticeship programme, 20% of the contracted working hours will be spent on the learning and developing the required Knowledge, Skills and Behaviours. This development time will include learning new relevant tasks within their role, embedding the knowledge within their role, practical workplace training, spending development time with their Line Manager, attending online/face-to-face courses and time writing assignments/assessments including directed self-study hours: Evidencing the application knowledge within their working day, Independent study and research, Shadowing colleagues and mentoring and Technical training

### Qualification and Professional membership

Level 2 Property Maintenance Operative Standard

### Gateway

- Professional Qualification
- Level 2 Property Maintenance Operative Apprenticeship
- Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking their EPA.

### End point assessment

- Synoptic practical assessment
- Synoptic knowledge assessment
- Interview

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## DELIVERY

### Induction

1-day induction to the Apprenticeship programme, meeting with a Skills Coach and Delivery Plan agreed.

### In college

Work-Based and weekly Workshop session for the duration of Programme

### Online

Supporting Supporting material throughout, access to smart assessor (e-portfolio)

### Assessment

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

## KNOWLEDGE/ SKILLS/BEHAVIOURS

### Knowledge

- Health and Safety in the workplace
- Maintain high levels of water hygiene within a building
- The importance of working safely at height
- The importance of customer service
- Carry out repairs and reactive maintenance

### Skills

- Take ownership of situations
- Work independently and as part of a team
- Problem solving approach
- Communicate effectively at all levels
- A drive for quality and excellence
- Hand skills required to carry out building maintenance and repairs including painting, tiling, plumbing, plastering, and preventative maintenance.

### Behaviours

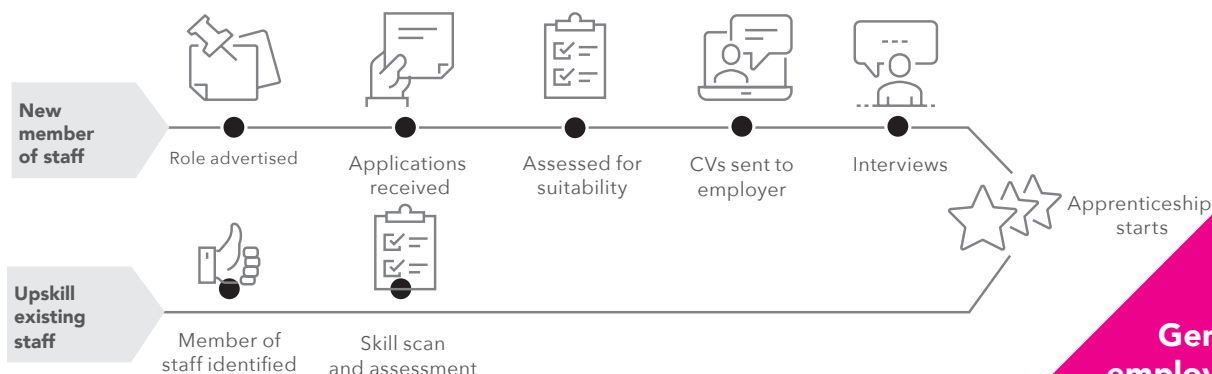
- A flexible attitude
- Commitment to quality and excellence
- Ability to perform under pressure
- Persuasive influencing skills
- Thorough approach to work
- Shows respect for all stakeholders

## ENTRY REQUIREMENTS

Maths and English GCSE Grades 9 - 3; A\* - E; Functional Skills Entry Level 3 or initial assessment results at Entry Level 3

## CAREER PROGRESSION

Technical Specialist e.g. Electrical or Plumbing and Supervisory and Management roles e.g. Facilities Management, across a wide range of sectors



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