

# PROPERTY MAINTENANCE OPERATIVE LEVEL 2

## THE FACTS

The full cost	£9,000
Employer cost	£0 - £900
Employer incentive	£0 - £1,000
Duration	2 years
Attendance	Day release
End assessment	C&G
Wages	£3.70 min.

## OVERVIEW

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

- Ideally candidates will have GCSEs grade 9-4 (A\*-C) in English and maths

### What Apprentices will learn

- Health and safety compliance
- Working safely at heights
- Carrying out repairs to a building
- Maintaining plumbing and drainage systems
- Maintaining electrical distribution in a building
- Maintaining plant, safety systems and equipment
- Energy, environment and sustainability practices
- Maintaining the outside of a building
- Using specialist tools and equipment to carry out repairs

### 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