

## GREENWICH DIRECT APPRENTICESHIP JOB DESCRIPTION

<b>JOB TITLE</b>	GDA Apprentice – Facilities Support Officer
<b>DEPARTMENT</b>	Directorate Place and Growth
<b>DIVISION</b>	Capital Delivery and Investment
<b>SECTION</b>	Facilities Support Team
<b>SALARY</b>	£28,221 including LW (equivalent to SCP 2)
<b>REPORTS TO</b>	Facilities Support Manager

### **Purpose of Placement:**

To work in a supported learning environment to develop the skills and knowledge which will assist the apprentice to complete their qualification and secure future employment and progress in their career in the future.

This apprenticeship opportunity will provide valuable work experience in Facilities Support. It will meet the needs of both the organisation and qualification criteria. Under supervision the apprentice will provide day-to-day support and assistance in areas of work relating to managing facilities support within the corporate estate. The apprentice will be released from the workplace to attend college as required and will be expected to undertake all necessary studies to achieve the formal qualification which is part of the Government's apprenticeship framework.

### **Purpose of Job:**

To be an active member of the Facilities Support Team. Accountable to the Facilities Support Manager for the efficient and effective provision of Facilities support for the Facilities to the council.

### **Main Duties:**

### **Personal Development:**

- 1) To undertake a varied programme of work experience and practical training leading to a recognised Facilities Management Operative (Level 2) apprenticeship qualification as part of an apprenticeship programme.
- 2) To actively participate in their own development plan, which will be agreed with the line manager and the assessor from the training provider. To undertake the requirements of the academic element of the apprenticeship (e.g. attendance at college and completion of academic work). A minimum of 20% of working week must be allocated to this.
- 3) Regularly attend and meet the needs of the college and qualification by meeting deadlines, action plans and being prepared and available for observations in the workplace.
- 4) To apply learning from apprenticeship qualification into workplace.
- 5) To develop their knowledge and expertise in the field of Facilities Management across a varied estate portfolio.

## **Professional Duties:**

The apprentice will be expected to:

- 6) As allocated by your line managers, perform a range of Facilities Management (FM) duties which include specific tasks related to the formal qualification.
- 7) Work with colleagues, taking instruction, proactively resolving FM related issues, and meeting the basic needs of the team.
- 8) Deal politely with Customers, Contractors, Suppliers and internal colleagues. After training, be able to always deliver an acceptable level of customer service.
- 9) Handling calls made to the Facilities Team, logging the calls and ensuring all the necessary information is gathered from the caller. Dealing with basic queries and directing all other calls to the appropriate team member/service.
- 10) Provide Facilities Management support and information to Customers, Contractors, Suppliers, senior management and internal colleagues, by telephone, email or in person
- 11) Undertake general administrative duties including filing, photocopying, etc.

## **Team Specific tasks:**

- 12) Under direct supervision to learn about and work towards undertaking duties related to Technical Support Facilities. Throughout the Apprenticeship programme to assist senior staff in the following duties:
  - a. To raise orders on in-house CFM system (Concerto), chase outstanding orders and quotations and produce stats for monthly meetings
  - b. Daily responsibility for monitoring group emails and allocation as necessary
  - c. Assist Senior Management in respect of arranging and coordinating meetings
  - d. Liaise with suppliers and contractors to manage council processes and admin tasks

## **General:**

- 13) To attend and participate in team meetings, supervision and the Council's Performance Review and Development Scheme (PRADS).
- 14) To attend and participate in relevant/mandatory training and other events.
- 15) To use IT systems to carry out duties in the most efficient and effective manner.
- 16) To ensure that all work complies with Council policies, procedures and financial frameworks, and that statutory obligations under the Health and Safety Act.
- 17) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.
- 18) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 19) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.
- 20) To undertake any other work appropriate to the level and general nature of the post's duties.

**Reports to:** Facilities Support Manager