

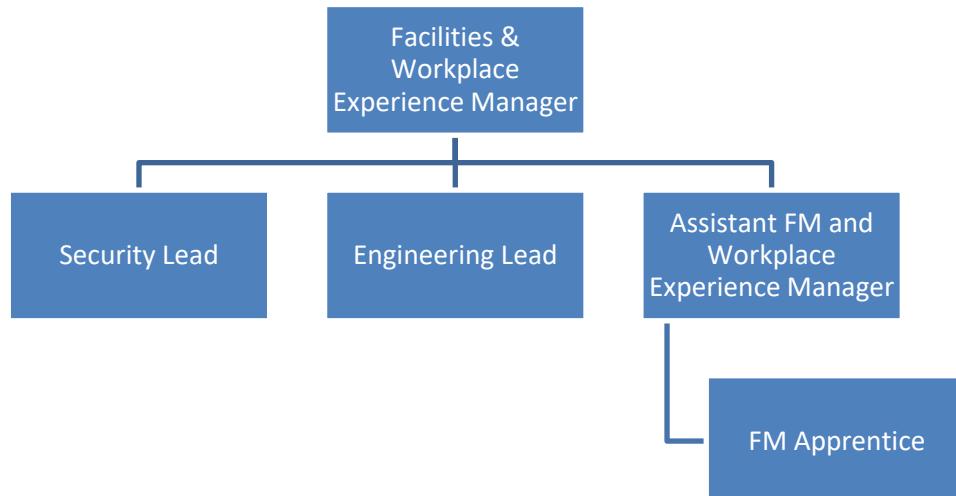
# Job Description: Facilities Management Apprentice

Function:	Universities
Position:	<b>FM Apprentice</b>
Job holder:	TBC
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	TBC
Additional reporting line to:	N/A
Position location:	University of Greenwich Avery Hill, Medway, Greenwich

## 1. Purpose of the Job – State concisely the aim of the job.

To develop the knowledge, skills, and practical experience required to build a career in Facilities Management, while completing the Level 3 IWFM Apprenticeship. The role supports the delivery of high-quality FM services, gaining hands-on experience across key areas of operations, compliance, and customer service, in line with company standards and client requirements.

## 2.. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



## 3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- The role requires balancing learning commitments for the Level 3 IWFM Apprenticeship with day-to-day operational responsibilities, ensuring both are completed to a high standard.
- The apprentice will need to adapt to a wide range of Facilities Management activities, including hard and soft services, compliance monitoring, health and safety, and customer service.
- Developing an understanding of complex regulations, guidelines, and contractual requirements (e.g., health & safety legislation, statutory compliance, and company policies) is essential.
- The role demands flexibility to respond to changing priorities and business needs, requiring good time management and problem-solving skills.
- Building confidence in communicating with colleagues, contractors, and clients is a key challenge, as is learning to maintain professionalism in a busy and regulated environment.

**4. Main assignments** – Indicate the main activities / duties to be conducted in the job.

Key responsibilities include:

- Support the delivery of Facilities Management services across both hard and soft FM areas, in line with company standards and client requirements
- Assist with monitoring compliance activities, including health & safety checks, statutory maintenance, and record keeping
- Contribute to the organisation and coordination of contractors and suppliers on site
- Provide support to managers and colleagues in day-to-day operational tasks, including responding to service requests and customer queries
- Gain exposure to budget monitoring, reporting, and performance measurement within the FM function
- Participate in site audits, inspections, and risk assessments to build knowledge of compliance and safety practices
- Maintain accurate records and documentation to support operational delivery and apprenticeship requirements
- Actively engage in learning and development activities, completing assignments and assessments for the IWFM Level 3 Apprenticeship
- Build positive working relationships with colleagues, and stakeholders to develop effective communication and teamwork skills

**5. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Successfully complete the IWFM Level 3 Apprenticeship, demonstrating the knowledge, skills, and behaviours required to progress in a Facilities Management career.
- Contribute to the safe, compliant, and efficient delivery of Facilities Management services by supporting operational teams and maintaining accurate records.
- Develop practical experience across a range of FM functions, building capability to support service delivery and continuous improvement.
- Demonstrate professionalism, reliability, and a customer-focused approach when engaging with colleagues, contractors, and clients.
- Provide evidence of learning and development through apprenticeship assignments, workplace activities, and feedback, supporting both personal growth and organisational goals.

**6. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Good organisational and time management skills, with the ability to balance study and workplace responsibilities
- Strong communication and interpersonal skills, with the ability to work effectively as part of a team

- Willingness to learn, with a proactive and positive approach to tasks and problem solving
- Ability to follow instructions accurately and maintain attention to detail
- Basic IT skills, including Microsoft Office (Word, Excel, Outlook)

**Knowledge**

- Awareness of the role of Facilities Management in supporting safe, compliant, and effective operations (desirable)
- Understanding of the importance of health & safety in the workplace (desirable)

**Experience**

- Previous work experience in any customer service, administrative, or operational role is desirable but not essential
- No specific FM experience required, as full training will be provided

**Qualifications**

- GCSE (or equivalent) in English and Maths at grade 4 (C) or above – essential
- Willingness to complete the IWFM Level 3 Apprenticeship in Facilities Management – essential

Managers Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	