

Job Description:

Apprentice – Building Services Maintenance Engineer

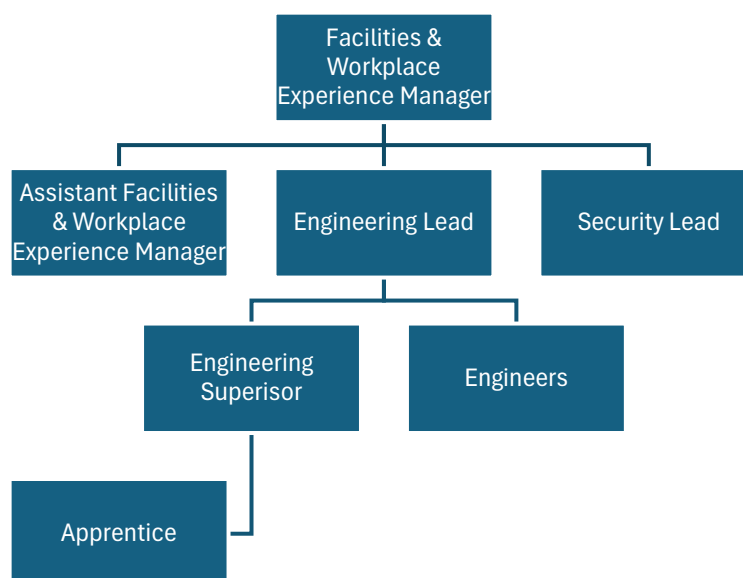


Function:	Universities
Position:	Building Services Engineer Apprentice
Job holder:	TBC
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	TBC
Additional reporting line to:	N/A
Position location:	University of Greenwich Medway campus, with flexibility to work across Avery Hill & Greenwich

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 Mechanical Apprenticeship. The role supports the delivery of high-quality FM and technical 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 Mechanical Engineering Apprenticeship with day-to-day operational responsibilities, ensuring both practical and academic tasks are completed to a high standard.
- The apprentice will need to adapt to a wide range of mechanical activities, including planned and reactive maintenance, fault diagnosis, repair of mechanical systems, and supporting wider engineering services.
- Developing an understanding of complex regulations, guidelines, and contractual requirements (e.g., health & safety legislation, statutory compliance, manufacturer specifications, and company policies) is essential.
- The role demands flexibility to respond to breakdowns, changing priorities, and business needs, requiring good time management, logical thinking, and problem-solving skills.
- Building confidence in using tools, machinery, and technical systems, as well as communicating effectively with colleagues, contractors, and clients, is a key challenge. Learning to maintain professionalism and accuracy in a busy, safety-critical environment is essential.

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

Key responsibilities include:

- Support the delivery of mechanical maintenance services, including planned preventative maintenance (PPM) and reactive repairs, in line with company standards and client requirements.
- Assist in diagnosing faults, carrying out basic repairs, and learning to use mechanical tools, plant, and equipment safely and effectively.
- Help monitor compliance activities such as pressure systems, water safety, LOLER, and other statutory maintenance checks, ensuring accurate record keeping.
- Work alongside experienced engineers and contractors to gain practical skills and knowledge in mechanical systems, including HVAC, plumbing, and other plant equipment.
- Provide day-to-day support to the engineering team, including responding to work orders, maintenance requests, and service queries.
- Participate in site audits, inspections, and risk assessments to build knowledge of safety practices and compliance standards.
- Maintain accurate documentation of maintenance activities to support operational delivery and apprenticeship requirements.
- Actively engage in learning and development activities, completing assignments and assessments required for the Mechanical Apprenticeship programme.
- Develop effective communication and teamwork skills by building positive working relationships with colleagues, supervisors, and clients.

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 Mechanical Engineering Apprenticeship, demonstrating the knowledge, skills, and behaviours required to progress in an engineering career.
- Contribute to the safe, compliant, and efficient operation of mechanical systems by supporting maintenance teams and ensuring accurate service records are maintained.
- Develop practical experience across a range of mechanical disciplines (e.g., HVAC, plumbing, plant, and equipment), building capability to support reliable service delivery and continuous improvement.
- Demonstrate professionalism, reliability, and a safety-first approach when working with colleagues, engineers, contractors, and clients.

- Provide evidence of learning and technical 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, practical training, and problem solving.
- Ability to follow technical instructions accurately and maintain attention to detail.
- Basic IT skills, including Microsoft Office (Word, Excel, Outlook) for record keeping and learning support.

Knowledge

- Awareness of mechanical systems and engineering principles (desirable).
- Understanding of the importance of health & safety, safe systems of work, and personal protective equipment in the workplace.
- Awareness of statutory compliance requirements such as LOLER, PUWER, and pressure systems (desirable).

Experience

- Previous work experience in any practical, technical, or customer-focused role is desirable but not essential.
- No specific mechanical engineering 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 a recognised Mechanical Engineering Apprenticeship – essential.

Personal Attributes

- Practical mindset with a hands-on approach to learning.
- Safety-conscious, with an ability to remain calm and focused in a busy, technical environment.
- Reliable, enthusiastic, and motivated to develop a long-term career in electrical engineering.
- Flexible and adaptable to changing priorities, with resilience to overcome challenges.

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