



RECRUITMENT INFORMATION PACK

Operational Facilities Supervisor Apprentice

Dear Colleague,

Fancy a career where every day looks a little different — where you're part of the team keeping schools safe, warm, well-maintained and running smoothly for pupils and staff? If so, we'd love to hear from you.

Empower Trust, a vibrant and growing Multi Academy Trust based in Shrewsbury, is looking for an enthusiastic and committed Operational Facilities Supervisor Apprentice to join our Estates & Facilities team.

This is a brilliant opportunity to launch a career in facilities and estates management. You'll be at the heart of the action — working alongside our COO, Estates & Facilities Manager, Headteachers, Business Support Managers and site staff — and gaining hands-on experience, a recognised qualification, and real responsibility from day one.

You'll get to know every one of our school sites, build relationships with contractors and colleagues across the Trust, and develop the practical, organisational and problem-solving skills that will set you up for a long-term career in facilities management — including the chance of a full-time role with us once you qualify.

The role is based at our Central Team office in Shrewsbury, with free car parking on site.

If you're proactive, love variety, and want a role where your work genuinely makes a difference to the schools we support, we'd love you to apply.

For further details, please contact Tricia Slater, Chief Operating Officer, on 01743 598200 or email admin@empowermat.co.uk.

Yours sincerely,
Carla Whelan
CEO, Empower Trust



The Role at a Glance

Post Title	Operational Facilities Supervisor Apprentice
Reporting to	Estates & Facilities Manager
Salary	£15,916 per annum during the apprenticeship
Career progression	On successful completion, the opportunity to move into a permanent full-time role paying £25,185 (pay award pending)
Hours	37 hours per week, 52 weeks per year (preferred hours 8am–4pm during term time, hours flexible during school holiday periods)
Location	Empower Trust Central Team Office, Battlefield Enterprise Park, Shrewsbury, SY1 3EH — with free on-site car parking. An opportunity for remote working from home on occasion is available.
Closing date	Wednesday 5th August 2026, 12 noon
Interview date	Monday 24th August 2026
Start date	Tuesday 1st September 2026

Why You'll Love This Apprenticeship

- Learn on the job while earning a recognised qualification — no classroom-only learning, just real, hands-on experience.
- Variety every day: one minute you're triaging a maintenance issue, the next you're liaising with contractors or updating compliance records.
- A genuine career pathway, with the chance of a full-time role — and a significant pay rise — once you qualify.
- Work across a whole family of schools, building relationships with Headteachers, site teams and contractors.
- Supportive, hands-on mentoring from our Estates & Facilities Manager as you build your skills and confidence.
- A friendly, central Shrewsbury base with free parking, as part of a Trust that's growing and investing in its people.
- The satisfaction of knowing your work directly helps keep school sites safe and welcoming for pupils, staff and visitors.

The Qualification you will gain

The successful candidate will have the exciting opportunity to undertake the **Facilities Supervisor Programme Level 3**, a nationally recognised programme designed to develop the next generation of facilities management professionals.

Throughout the programme, you will develop the ability to:

- Deliver efficient administrative and operational support within facilities management
- Build skills and confidence in delivering excellent customer service and acting as key point of contact.

- Develop strong organisational and time management skills to provide more efficient,, organised and productive team operations.
- Using applicable systems within facilities management that support decision making and improve operational performance
- Contribute to real world projects and business improvements within facilities management operations.
- Manage resources effectively within business constraints within facilities management to improve resource usage and increase cost awareness
- Operate within organisation and legal frameworks to reduce risk and maintain high levels of compliance.

A Triple Qualification Opportunity

This programme offers a highly attractive **triple qualification**, providing you with industry-recognised credentials that will enhance your career prospects:

- ✓ **Business Administrator Level 3 Apprenticeship Standard**
- ✓ **IWFM Level 3 Award** (Institute of Workplace and Facilities Management) in **Facilities Management**
- ✓ **CMI Level 3 Award** (Chartered Management Institute) in **Leadership & Management**

This is an excellent opportunity to gain valuable practical experience, achieve prestigious professional qualifications, and build a rewarding career in a dynamic and growing profession.

Role Overview

As our Operational Facilities Supervisor Apprentice, you'll play a key part in keeping our school sites safe, compliant and running like clockwork. You'll help make sure both statutory and non-statutory maintenance is completed on time, giving pupils, staff and visitors a safe environment to learn and work in every single day.

It's a role that rewards excellent communication and organisation — you'll be a trusted point of contact for schools and contractors alike, and you'll see the direct impact of your work across the Trust.

What You'll Be Doing

- Being the friendly first point of contact on our Estates Helpdesk for schools and approved contractors.
- Keeping our planned preventative maintenance schedule on track, liaising with contractors and maintaining an annual diary of requirements.
- Triaging reactive maintenance issues as they come in, working with the Estates & Facilities Manager to find the best fix — and making sure everything is logged, communicated and resolved.
- Helping keep an accurate inventory of the Trust's physical assets.
- Monitoring and maintaining building and site data, including condition surveys, asset registers and maintenance records.
- Keeping an eye on the Trust's compliance system, flagging anything that needs the Estates & Facilities Manager's attention.
- Chasing up outstanding inspections, reports and certificates, and uploading them to the compliance system.
- Recording data such as response rates and quality of work.
- Sending contractor invoices to the Finance Team and/or schools for processing.

- Keeping schools in the loop on contractor ETAs and visit dates.
- Following Trust policies and procedures when advising and supporting our schools.
- Complying with Health & Safety legislation at all times.
- Monitoring the Estates mailbox and directing queries as needed.
- Getting stuck into any other estates-related tasks that help our sites run smoothly.

What We're Looking For

Qualifications & Experience	Essential	Desirable
GCSE pass in Maths & English, or equivalent	✓	
Experience of working within a team		✓
Experience using IT software, including Office 365	✓	

Skills & Knowledge	Essential	Desirable
Awareness of maintenance requirements		✓
Awareness of Data Protection		✓
Knowledge of Health & Safety regulations		✓
Ability to stay focused across a variety of tasks and priorities, seeking guidance when needed and acting on it to get things done	✓	

Personal Qualities	Essential	Desirable
Calm and level-headed under pressure	✓	
Organised, with great attention to detail	✓	
Polite and pleasant when communicating with others	✓	
Understands the importance of confidentiality	✓	
A genuine 'can do' positive attitude	✓	
A team player through and through	✓	
Full clean UK driving licence		✓

Ready to Apply?

We'd love to hear from you. Please complete the online application form in full and submit it with a supporting letter telling us how your skills, experience and personal qualities make you a great fit for this role.

Closing date	Wednesday 5th August 2026 at 12 noon
Interview date	Monday 24th August 2026

More detailed information about the interview process will be sent to shortlisted candidates.

Safer Recruitment

Empower Trust is committed to safeguarding and promoting the welfare of children, and we expect every member of staff and every volunteer to share that commitment. As part of our recruitment process, all successful candidates will be subject to a Disclosure and Barring Service (DBS) check, along with other relevant employment checks.

On the Day of Interview

Please bring at least three pieces of identification confirming your name, date of birth and current address, including at least one form of photo ID. Acceptable documents include:

- A valid passport, birth certificate or driving licence
- Two further proofs of address, such as a recent utility bill, council tax bill or bank statement (dated within the last three months)

Please also bring your original qualification certificates. All offers are subject to satisfactory references, which we'll seek from your current employer, and we'll follow up on any gaps in your employment history.

Your Data

The information you provide during your application will be held by Empower Trust and will not be passed to any third party outside the recruitment process. Full details are set out in our Recruitment Privacy Notice, available on request from admin@empowermat.co.uk.