



HEARTS ACADEMY TRUST

# Facilities Apprentice Job Description and Person Specification

# HEARTS VALUES

## Redefining Possibilities

Our HEARTS values form the foundation of our culture of care, inclusion, mutual respect, and service to our communities which empowers all to flourish and make a difference.

H



### HAPPINESS

We promote **happiness** and good mental health & wellbeing by building relationships that have a strong, shared sense of purpose, where all are valued and belong. Our curriculum is rich in opportunities and experiences that ignite a love of learning.

E



### EQUITY

We are engines of social justice: we ensure everyone is treated with **equity** and help those who need it, overcoming barriers and battling against unfairness.

A



### ACHIEVEMENT

We facilitate and celebrate **achievement** within and beyond our schools, recognising the individuality of success, enabling all to fulfil their potential and prosper.

R



### RESILIENCE

We develop **resilience** through hard work and cultivating courage in the face of adversity. We foster independence of thought, a willingness to take risks, persevere and learn from mistakes, taking responsibility over our decisions.

T



### TRUTH

We model **truth**, integrity and authenticity: doing the *right* thing, because it is the right thing, even when it is difficult.

S



### SPIRITUALITY

We promote **spirituality** through empathy, reflection and appreciating diverse backgrounds and cultures. We endeavour to live life in all its fullness through a deepening sense of awe and curiosity, expanding connections with the wider world around us.

[www.heartsacademytrust.co.uk](http://www.heartsacademytrust.co.uk)

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HEARTS Academy Trust, HEARTS House, 2 Mount Road, Wickford, Essex, SS11 8HE

## Apprentice Facilities Services Operative (Level 2) – Job Description

<b>Job Title:</b>	Apprentice Facilities Services Operative (Level 2)
<b>Reports to:</b>	Trust Estates and Facilities Lead/Site Supervisor(s)
<b>Liaison with:</b>	Site staff, teaching and support staff, pupils, contractors, visitors, and external suppliers
<b>Hours per week:</b>	35 hours per week, with half an hour unpaid lunch (see working pattern below)
<b>Weeks per year:</b>	52.14
<b>Apprenticeship duration:</b>	12 months

### Role Expectations:

- It is expected that the successful applicant will be able to commute between school sites, including, but not limited to, Waterman Primary School in Rochford and Briscoe Primary School in Basildon.
- Work under supervision (not independently)
- Focus on learning and development, no full operational accountability
- Supports rather than leads on compliance, maintenance, and contractor management
- Tasks allocated based on skill level and training progress

### Standard:

<https://skillsengland.education.gov.uk/apprenticeships/st0617-v1-0>

### Job Purpose

To support the safe, effective, and efficient operation of the school/site by assisting with a range of facilities, caretaking, maintenance, and cleaning duties while completing a Level 2 Facilities Services Operative Apprenticeship.

The apprentice will work under supervision, developing the knowledge, skills, and behaviours required to maintain safe, clean, and well-functioning environments.

### Key Responsibilities

#### 1. Facilities Support & Maintenance

- Assist with basic planned and reactive maintenance tasks around the site (e.g., minor repairs, painting, simple fixes)
- Support checking buildings, fixtures, and fittings to ensure they are safe and in good working order.
- Help identify and report faults, defects, or health and safety concerns to the supervisor
- Assist with basic grounds maintenance tasks such as litter picking, leaf clearance, and simple gardening duties.

#### 2. Cleaning & Site Presentation

- Carry out cleaning duties in designated areas (e.g., classrooms, corridors, communal areas)
- Help maintain high standards of cleanliness and hygiene throughout the premises
- Support waste disposal and recycling processes
- Assist in ensuring external areas are tidy, safe, and free from hazards

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### 3. Health, Safety & Compliance

- Work in line with health & safety policies, safe systems of work, and training provided and under the supervision of the Trust Estates and Facilities Lead/Site Supervisor
- Assist with routine safety checks (e.g., visual inspections, basic compliance tasks)
- Report hazards, incidents, or near misses promptly
- Use equipment and materials safely and correctly (including PPE as required)

### 4. Security & Site Operations

- Support site security arrangements, such as opening/locking areas under supervision
- Help monitor site access and report any concerns
- Assist in preparing rooms and spaces for school activities, events, or lettings

### 5. Supporting Contractors & Deliveries

- Assist in receiving deliveries and moving items to required locations
- Support the supervision of contractors on site (under direction)
- Help maintain stock levels of cleaning materials and supplies

### 6. Learning & Development (Apprenticeship Requirements)

- Complete the Level 2 Facilities Services Operative Apprenticeship standard
- Attend all off-the-job training, workshops, and assessments
- Build knowledge of maintenance, cleaning, health & safety, and facilities management
- Keep a learning log/portfolio as required

### 7. General Responsibilities

- Follow all school/Trust policies, including safeguarding, equality, and confidentiality
- Work respectfully with staff, pupils, and visitors
- Contribute to a positive, safe, and professional environment
- Carry out other reasonable duties appropriate to the apprentice role

## Apprentice Facilities Services Operative (Level 2) Person Specification

#### Essential

- IT Literate
- Interest in facilities, maintenance, or building services
- Willingness to learn practical skills and complete an apprenticeship
- Basic literacy and numeracy skills
- Good command of the English language
- Reliable, punctual, and responsible
- Positive attitude and willingness to take direction
- Ability to work as part of a team

#### Desirable

- Basic Maths and English(Grade C and above)
- Basic DIY or maintenance experience (school, home, or work-based)
- Interest in health & safety or building environments
- Good communication skills
- Ability to move between sites (public transport or own vehicle)

## Apprentice Facilities Services Operative (Level 2) Working Pattern and Location

Week 1 – Working alongside the Trust Estates and Facilities Lead					
<i>The work location will be Waterman Primary School The Boulevard, Rochford, SS4 1QF</i>					
	Start	Finish	Start	Finish	Total Time
Sun	N/A				
Mon	07:30	12:00	12:30	14:30	7
Tue	07:30	12:00	12:30	14:30	7
Wed	07:30	12:00	12:30	14:30	7
Thu	07:30	12:00	12:30	14:30	7
Fri	07:30	12:00	12:30	14:30	7
Sat	N/A				
<b>Total</b>	<b>35</b>				

Week 2 – Working alongside the School Site Supervisor					
<i>The role will be based at Briscoe Primary School Felmores End, Basildon SS13 1PN</i>					
	Start	Finish	Start	Finish	Total Time
Sun	N/A				
Mon	10:30	14:00	14:30	18:00	7
Tue	10:30	14:00	14:30	18:00	7
Wed	10:30	14:00	14:30	18:00	7
Thu	10:30	14:00	14:30	18:00	7
Fri	10:45	14:15	14:45	18:15	7
Sat	N/A				
<b>Total</b>	<b>35</b>				

Each term your working days, start and end times will be reviewed in line with the timetable to be put in place for the forthcoming academic term. You should note that there is no guarantee that you will be able to work the same day or days or periods each year however this will be discussed with you at the time.