



<b>Job Profile</b>	<b>Apprentice Property Maintenance Operative</b>
<b>Department</b>	Cathedral Estate Maintenance Team
<b>Employer</b>	Diocese of Westminster
<b>Cost Centre</b>	(internal use only)
<b>Location/Address</b>	Westminster Cathedral Estate, London, SW1P 1QW
<b>Management of</b>	n/a
<b>Contract type</b>	Permanent (2 years apprenticeship then permanent post)
<b>Hours</b>	37.5 hours per week (Monday-Friday. Will include one day at college during apprenticeship.)
<b>Salary</b>	London Living Wage: £13.85per hour. (£27,007.00 p/a)
<b>Job Reference number</b>	687-MAI

**Job purpose:**

Reporting to the Maintenance Team Leader, you will work as part of the site-based Maintenance Team to help deliver a programme of planned preventative maintenance and a high-quality reactive repairs service across the Westminster Cathedral Estate. You will work with various members of the maintenance team and other staff, diligently adhering to instructions and site rules, and helping with important tasks and learning key skills.

The post holder will also assist with carrying out duties for the Cathedral Estate Works Manager, who manages the Maintenance Team.

**Principle duties and responsibilities:**

**Main Duties**

Job duties will consist of but is not limited to PPM's and reactive maintenance. You will spend 4 days per week working at the Cathedral Estate and 1 day a week attending College to study for a Property Maintenance Operative Qualification. The total Apprenticeship period will last 24 months. The apprenticeship college fees will be met by the employer, but it will be the responsibility of the Apprentice to enrol on the correct college course and attend all lectures and lessons etc. Upon successful completion of the apprenticeship and college course a permanent position of Property Maintenance Operative will be offered at the posts standard pay rates.

**Duties of the Maintenance Team include: .**

- Carry out planned and reactive maintenance tasks across the Cathedral Estate.
- Plan the sequence of work required to carry out routine property maintenance operations.
- Identify and select the appropriate materials and components for property maintenance tasks, ensuring these are compliant with relevant regulatory requirements and manufacturer's specifications.
- Comply with statutory health and safety regulations and requirements.
- Comply with risk assessments, and organise the workplace, to safeguard themselves and the property.
- Comply with key regulatory and legislative requirements, including building regulations.
- Uses safe working practices when carrying out property maintenance tasks including the use of PPE, signage, barriers, access equipment and ensuring work area is prepared and reinstated.
- Select, and use work tools and equipment for property maintenance tasks, applying all safeguards, and ensuring the correct functioning of equipment.
- Safely isolate and secure electrical or electronic supplies prior to performing property maintenance operations.
- Apply and implement routine emergency system checks, testing and routine maintenance, identifying and reporting faults as required.
- Perform maintenance and repairs to plumbing systems, including fault identification, safe isolation of supply, replacing components and clearing blockages.
- Perform maintenance and repairs to external drainage systems, including clearing blockages and replacing components.
- Perform maintenance and repairs to environmental and energy management systems, including fault identification, safe isolation of supply, replacing components.
- Use carpentry and joinery skills to perform repairs to windows, doors and glazing units, and their associated fittings.



- Perform repairs to plastered surfaces, including surface preparation, fixing and mixing materials and compounds.
- Use painting and decorating skills to prepare surfaces for decoration, apply paint using brushes and rollers, and complete sealing activities using gun appliances.
- Perform tiling repairs, including setting out, surface preparation and cutting around obstacles.
- Perform flooring repairs, including setting out, surface preparation and cutting around obstacles.
- Perform planned, responsive or temporary repairs to buildings or their immediate surroundings, attending to minor defects within either masonry, roofing, fencing or railing, groundwork or landscaping.
- Select and use technical literature and other sources of information and data to address property maintenance problems.
- Lifting and carrying, using stepped access, working at height, using power tools and providing assistance to enable others to work safely etc.
- Helping to move furniture and equipment.
- Occasionally working out of hours to enable out of hours events (paid at overtime rates)
- Record and report information, using digital and written techniques.
- Inspect own work, ensuring it is delivered to the given specifications.
- Comply with environmental regulations and procedures. Segregate resources for reuse, recycling and disposal.
- Use and adapt communication methods for different situations and when, working with colleagues and stakeholders, using industry terminology as appropriate.
- Provide customer feedback whilst maintaining customer service.
- Escalates issues beyond their level of competence and authority.

### **Responsibilities:**

As an Apprentice, you will work under the direction of the Maintenance Team Leader to ensure:

- Building maintenance works are completed.
- That routine PPM is carried out in accordance with Site task schedules and asset lists.
- That reactive tasks throughout the building are completed and be proactive in highlighting areas where improvements can be made.
- That any electrical or plant faults and defects are reported to the Maintenance Team Leader.
- That suitable spares are kept stocked or ordered.
- To provide parts inventory and estimated timescales to carry out remedial works.
- That Computer Based Maintenance system is kept up to date and that PPM and reactive tickets are closed out with accurate data captured.
- That all relevant paperwork is completed regarding reactive, and breakdown works and that it is passed immediately to the Health & Safety Contracts Administrator.
- That Method Statements and Risk Assessments are prepared and used for all tasks undertaken to ensure safe working practices at all times.
- To develop a good working relationship with all members staff, subcontractors and the client representatives.
- Tasks as directed are completed with the appropriate Health & Safety awareness /implementation.
- The provision of a Safe and Healthy working environment. This includes the wearing of uniform and PPE as required.
- To operate a Permit to Work System in accordance with Health and Safety procedures.
- Any other task as directed by the PSO Management Team.
- All other tasks defined by the client.
- To follow instructions and site rules.

### **In addition:**

- You will attend college **one day per week** as directed by the college timetable for the period of your Apprenticeship Course which may be **up to two years**.
- You will be responsible for building a portfolio of your course work as required by the college.
- You must successfully complete all course work and report progress to the Maintenance Team Leader.



**Person specification:**

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition, you will also need to be able to demonstrate competence in the following areas.

Skills/Competence Requirements	Essential/Desirable
A good basic education is essential, with good written and spoken English and basic Mathematical skills with excellent written and verbal communication skills	E
IT literate	D
Excellent customer facing manner	E
Positive and proactive approach to work	E
Willingness to learn and develop knowledge and skills	E
Good communication skills and a can-do attitude	E
Good time management skills	E
Good people skills	E
Be proactive and have problem-solving skills	D
Be physically fit and healthy (the role will require the applicant to be capable of performing their duties, which will involve lifting and carrying, using stepped access, working at height, using power tools and providing assistance to enable others to work safely etc.	E
Qualifications	
Maths and English GCSEs at Grade C or above (or equivalent)	E
Must be able to read, write and converse in English.	E
Character	
Committed to the delivery of excellent customer service,	E
Calm manner, able to work under pressure.	E
A team player	E
Good verbal and written communication skills	E

**Note:**  
This is not intended to be a comprehensive description of the duties of the post. The post holder may be required to undertake other related duties.

**Our Diocese Values**

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

**Competence**

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

**Reliability**

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.



### **Honesty**

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

### **Perseverance**

We shall always demonstrate a steady persistence in every course of action – we will be tenacious, disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will demonstrate determination, tenacity and integrity in everything that we do.

### **Love**

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleagues' success; we will support, provide care and compassion for those who need it and be relied upon to be competent, reliable & honest.