

Job Description

Job Title: Facilities Management Apprentice

This Job description is meant as a guideline only as to general areas of responsibility and accountability rather than a detailed description of tasks and activities. Modern organisations need to be flexible and responsive to changing business needs and role holders should reference their annual objectives to describe areas of key responsibility and accountability.

Derwent London is the largest real estate investment trust focused on the central London commercial property market. Our core strategy is to acquire and own a portfolio of central London properties that offer significant opportunities to enhance and extract value through refurbishment, regeneration, and redevelopment.

Derwent London's ethos has always been distinctive, and design led. Working with a roster of the best architects, designers, and engineers, we find imaginative ways to improve and extend our properties. We are delighted to win awards for high quality design: but the true test is in the way our buildings are used and that they attract great tenants. Committed to making better places to work, we now have an actively managed portfolio of 81 buildings covering 5.4m sq ft valued at over £5.4bn (as of June 21) in 14 London villages.

Our experienced team has a long track record of creating value throughout the property cycle by regenerating our buildings via development or refurbishment, effective asset management and capital recycling.

We typically acquire central London properties off-market with low capital values and modest rents in improving locations, most of which are either in the West End or the Tech Belt. We capitalise on the unique qualities of each of our properties – taking a fresh approach to the regeneration of every building with a focus on anticipating tenant requirements and an emphasis on design.

Reflecting and supporting our long-term success, the business has a strong balance sheet with modest leverage, a robust income stream and flexible financing. Landmark schemes in our 5.4 million sq. ft portfolio include White Collar Factory EC1, Angel Building EC1, 1-2 Stephen Street W1, Horseferry House SW1 and Tea Building E1.

The Company is a public limited company, which is listed on the London Stock Exchange and incorporated and domiciled in the UK. The address of its registered office is 25 Savile Row, London, W1S 2ER.

For further information see www.derwentlondon.com or follow us on Twitter at @derwentlondon

Job Summary:

This is a varied role in which the apprentice will learn to maintain and support the full spectrum of facilities management functions for the property portfolio, alongside gaining experience within the industry. There will also be an opportunity to attend several courses, achieve qualifications and receive mentorship from our internal FM team on various aspects of facilities management.

During the programme apprentices are required to spend 20% of time at work on 'off-the-job' learning. On completion of the suggested training programme apprentices will also gain the following qualifications: (Facilities Management Level 3*)

- Total duration - 15 months *
- Practical Period - 13 months
- End of Programme Assessment (EPA) - 2 months
- EPA Organisation - IWFM
- Assessment method - knowledge test

Further information regarding the apprenticeship training programme can be found by visiting: <https://www.LMPEDUCATION.ORG>

The role will typically involve assisting the Building Manager to manage the day-to-day running of the building to deliver operational activities and services in line with agreed service levels/management agreements, associated legislation and compliance. A clear focus will be applied to general management of the building; and its security, safety, general compliance and managing contractors.

Support the Building Manager to develop operational service excellence through the frontline team/employees to ensure all accountabilities are delivered above and beyond clients' expectations.

Regularly report to Building Manager on all building matters

The position would suit someone with an interest and an aptitude in hard and soft FM and who is willing to learn and develop their skills, with sufficient support and training provided to achieve this. At the end of the 15-month apprenticeship, the apprentice may be offered a full time position at Derwent London.

**Additional training and development apprenticeship programme in FM would also be considered if the applicant expresses a particular interest in this area. This can be discussed during the interview stage.*

Key Responsibilities:

Key tasks include the following but are not limited to:

Support the Building Manager with the following:

1. Help the building management team with overall management of the building and services while working in partnership with client, tenants, and other stakeholders, e.g. heating, lifts, security, reception, cleaning, postal services, maintenance, fire precautions, health and safety – risk assessments.
2. Help the building management team to ensure Health and Safety compliance is not compromised. Help in recording incidents and Identifying trends or risks from well maintained and monitored Health and Safety records.
3. Assist with health and safety audits that are undertaken in accordance with the planned programme and help with all follow up actions are carried out within agreed timetable.
4. Help the building management team with the drafting and updating emergency plans, evacuation procedures and overseeing security, fire prevention, and other safety systems.
5. Help the building management team with all required building documentation and certification so they are up to date and logged.
6. Assist with all the general maintenance of site(s). Ensuring common areas and all grounds are kept to the required standard. Help notify the FM teams of any repairs that are required in the building and keep a record of all reported faults in the building(s) and what action has been taken.
7. Assist with ensuring all call, requests/ complaints, and all other incidents, such as emergencies and disruption due to building alterations as they occur; are dealt with efficiently, effectively and in good time.
8. Help the building management team with the effective and efficient running of all front-of-house, access control, reception, and security services. Ensuring the site(s) security is always maintained.
9. Help the building management team to maintain contact with appropriate management of tenants and deal with requests, complaints, and other incidents.

10. Support the Building Manager to review all services regularly and make recommendations, implement improved service delivery where appropriate.
11. Help the building management team to ensure all building documentation (policies, procedures, guidelines, and statutory requirements) are regularly reviewed, updated and in line with changing legislation/compliance.
12. Help the building management team to plan, manage and implement scheduled and ad hoc maintenance and refurbishments. Ensuring contractors are monitored and controlled while on sites in accordance with client instructions

Knowledge, skills, and personal qualities required:

The successful candidate will have some, or all, of the following skill sets:

- Has an interest and aptitude in facilities management and property services.
- Familiarity of Microsoft Technologies, such as Windows and Office
- Good customer service attitude
- Excellent organisational and time management skills, with the ability to multi-task.
- Able to demonstrate resilience and flexibility in a demanding and fast paced environment.
- A strong work ethic.
- Always maintain complete confidentiality and discretion.
- Ability to listen and a willingness to learn.
- Solid verbal and written communication skills.

Qualifications

The entry requirements for this apprenticeship programme are as follows.

- 3 GCSEs (or equivalent) at grades A-C
- GCSE Math's and English (or equivalents) at grades D or above
- Prospective apprentices must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject