



Brixham Town Council

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Town Clerk: Mrs Tracy Hallett

Report Number	38-2021	Date	09.06.21
Report Type	Public	Meeting	Full Council
Contact Officer	Tracy Hallett	Job Title	Town Clerk
Report Title	Personnel Matters: Apprentice Job Description		

Purpose of Report

To discuss and consider a recommendation from the Evaluation Committee to seek to create and fill a new vacancy for Facilities Services Operative Apprenticeship.

Overview

The Evaluation Committee considered the following apprenticeship schemes:

1. Kickstart Apprenticeship Scheme, which is a six month scheme;
2. National Apprenticeship Scheme, which is for a minimum of 12 months and enables the apprentice to develop skills and qualifications

On 22nd April, the Evaluation Committee made the following resolution:

It was **resolved** to recommend to Full Council that the Council seek to advertise for a 16-18 year old apprenticeship on a minimum of a 12 month scheme with funding for the salary coming from reserves.

Programme

Following some research carried out on the Government website, it was found that a number of trainers offer the following programme:

Programme	Facilities Services Operative Apprenticeship
Duration	12 -15 months (depending on training provider)
Level	Apprenticeship standard level 2
Functional Skills	If the Apprentice does not have Maths and English GCSE at grade C / 4 or higher, they will need to pass maths and English Functional Skills level 1 during their Apprenticeship.
Qualification at end of programme	BIFM Level 2 Certificate in Facilities Services Principles
Cost	5% of the full value of the programme, the balance (95%) is contributed by the government.

Details of the course can be found in Annex One.

Course Costs

Contact has been made with TSP Learn, one of the highest rated Government approved providers who have advised that their course costs £3,000. However, the Town Council will only pay 5%, (£150) with the Government paying the remaining 95%.

Funding from the Government

To help businesses offer new apprenticeships, the Government has increased the incentive payments for employers hiring a new apprentice from 1st April 2021 to 30 September 2021. The Town Council will receive £3,000 for new apprentices of any age.

Employers can apply for incentive payments for these apprentices from 1st June 2021 to 30th November 2021.

The incentive payment is in addition to the £1,000 employers already receive for hiring an apprentice:

- Aged 16 to 18 years old
- Under 25 with an education, health and care plan or who has been in the care of their local authority

Apprentice Salary

Brixham Town Council is responsible for paying the apprentice for their normal working hours and any training they do as part of the apprenticeship.

The Town Council must pay them at least the National Minimum Wage rate depending on their age and the year of apprenticeship training they're in. The rate commencing April 2021 is £4.30 per hour. This rate applies to apprentices who are:

- Aged under 19
- Aged 19 or over and in the first year of their apprenticeship

The National Minimum Wage from April 2021 is below:

Apprentice	Under 18	18 to 20	21 to 22	23 and over
£4.30	£4.62	£6.56	£8.36	£8.91

For example, an apprentice aged 21 in the first year of their apprenticeship is entitled to a minimum hourly rate of £4.30. However, this will increase to an hourly rate of £8.36 after the first year.

Cost to Council

Based on a full time position of 37 hours per week, it will cost the Council:

Salary for Year One	£8,273.20
Course fee	£150.00
Less Government Incentive	£3,000.00
Less Government additional Incentive	£1,000.00
	£4,423.20

It should be noted that:

- *the Council has not budgeted for this expenditure and any expenditure will have to come from the General Reserves*
- *these are indicative costs and there may be a requirement for the apprentice to undertake some additional courses to ensure that the Council is compliant with its health and safety requirements. Costs of which will be considered within the existing Courses budget*
- *It is understood that the salary will be below the threshold for Employers National Insurance contributions*

Job Summary

As the apprentice you will be expected to work towards a Level 2 Facilities Service Operative standard under the direction of the Town Clerk and Facilities Manager.

You will experience all aspects of Facilities Services such as:

General Internal

- Ensure the premises meet appropriate health and safety requirements and that facilities comply with legislation and organisational needs
- Store equipment including cleaning consumables and ensure that all COSHH information is up to date
- Liaise with external contractors
- Learn how to maintain relevant documentation and records for key areas such as asbestos, water management, lift and electrical appliances
- Carry out fire safety measures throughout the premises including regular fire alarm and extinguisher checks
- Noting, monitoring and reporting any defects in the buildings to the Town Clerk or Facilities Manager
- Ensure that all lights and heating are working effectively and work with Officers, tenants and hirers on sustainability initiatives
- To empty internal communal rubbish bins daily and work with Officers, tenants and hirers on recycling initiatives
- General portering duties and moving of furniture, preparing various rooms for hire as required
- Receive and check goods and supplies and take them to the appropriate place for storage

General External

- Ensuring that external rubbish is stored appropriately
- Sweep yards, pick up litter and be responsible for the removal of all debris from the Town hall complex
- Check damage/security of the premises
- Grounds Maintenance including keeping all hard surfaces free of moss and weeds
- Regular check of roofs for pooling, debris, plant growth etc.
- Regularly check and clean soffits, gutters and external lights
- Disinfect drains and dustbins regularly
- Make safe any hazards and ensure that the area is cordoned off

Cleaning

Cleaning duties will include the following:

- Clean designated areas of the Town Hall to the highest possible standards and taking into consideration any Government guidance in respect of COVID, or similar disease control methods
- Mopping and buffing hard floor surfaces
- Vacuuming and cleaning carpeted areas
- Wiping, polishing, dusting of designated areas
- Spot cleaning of spillages
- Emptying and cleaning bins
- Cleaning of toilets and toilet areas, and replenishment of toilet rolls and other consumables.
- Cleaning of internal and external glass in windows and doors

- Maintaining stock levels and advise the Town Clerk when stock is required

Other

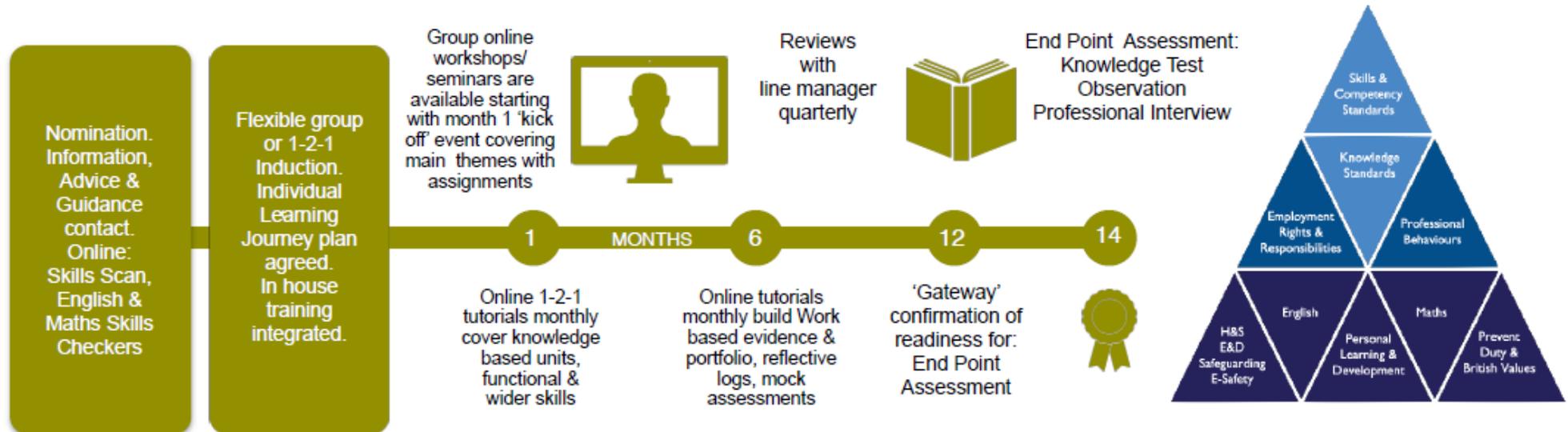
- Any other work as directed by the Town Clerk or Facilities Manager
- Ensure Personal Protective Equipment is worn when required

Recommendations

- 1) To seek to appoint a Facilities Operative Apprentice who meets the following criteria:
 - Aged 16 or over
 - Must be working for at least 30 hours per week
 - Resident in England
 - Not taking part in full-time education
- 2) Salary and course costs to be taken from General Reserves
- 3) Approve the draft Job Description
- 4) Give delegated powers to the Town Clerk to make minor amendments to the job description, if necessary, prior to advert

Annex One Learning Journey

The following has been provided by TSP Learn



PLEASE NOTE DURING COVID 19 RESTRICTIONS ALL IAG, ENROLMENT, INDUCTION & TUTORIALS WILL BE HELD USING OUR ONLINE FACILITIES.

Development time should equate to at least 20% of overall working time:

This does not require a candidate to be fully away from work/released.

This includes tutorials, online learning, portfolio building, learning journals,

in-house training, work shadowing, mentoring and other relevant activities that are developing skills toward the Apprenticeship Standard.



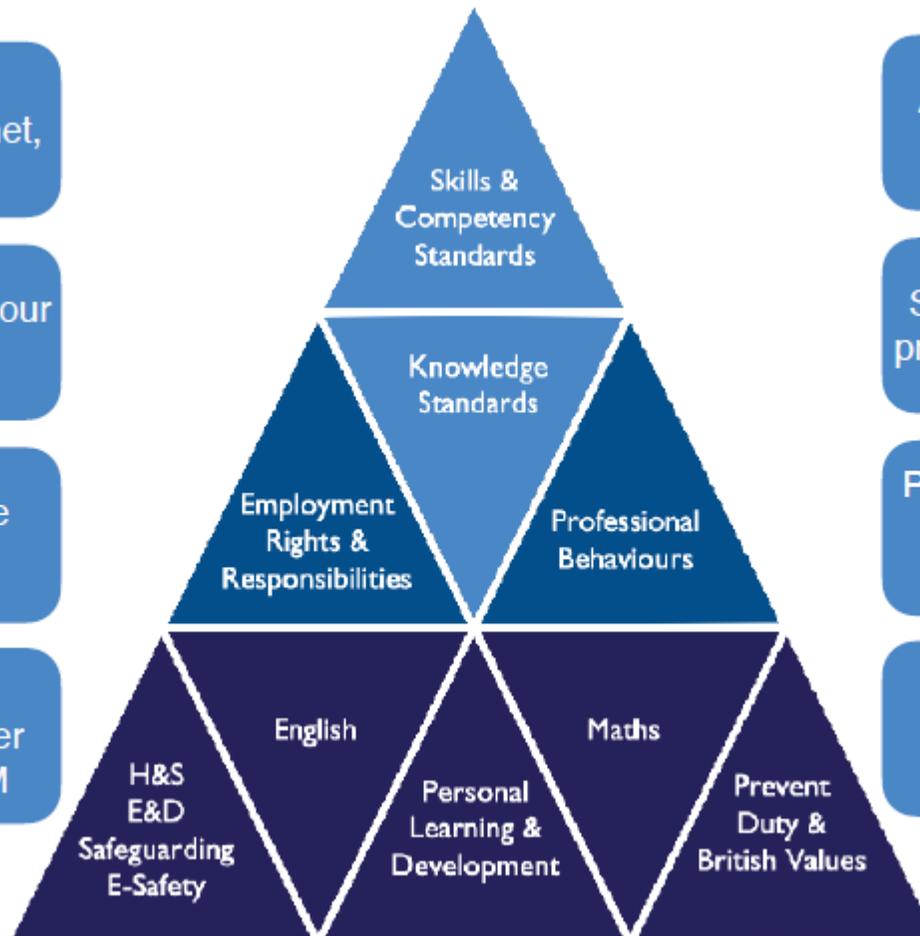
What will be covered

Support sustainable practices 'People, Planet, Profit' & CSR

Maintain and improve your service

Deliver front of house services

Supporting and collaborating with other team members in FM



Address risks, hazards, threat assessment

Supporting projects. The project lifecycle and toolkit

Provide customer service to internal & external customers

Collect & use data/information to improve service

Workshop – Themes



Knowledge and Skills

Main themes	Knowledge & Skills Requirements
Support the delivery of the responsibilities of the facilities services function in complying with Health and Safety and other legislation and organisational policies and procedures.	Knowledge of and compliance with legislative health and safety requirements including those relating to manual handling, working at heights, COSHH and RIDDOR. Candidates must also show understanding of other legislative requirements such as data protection, equality, diversity and inclusion. Candidates should be able to follow and comply with SOP's including permits to work, contractor risk assessments, safe systems of work.
Address FM-related risks, hazards and threats to people, property and premises.	Knowledge of HSE five steps to risk assessment, good practice in risk assessment and management including use of risk registers and emergency and evacuation procedures. Being able to identify risks, hazards and threats in accordance with SOP's. Implement and report on site emergency procedures, submitting site evacuation plans and reports/audits.
Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services.	Knowledge of the features and purpose of effective customer service, including the functioning of FM services and the range of FM contracts, SLA's and customer performance standards. Being able to respond to customers queries and incidents in line with SOP's. Collaborating with other colleagues (e.g. security officers, cleaning operatives, receptionists, technical engineers and catering staff) in accordance with Standard Operating Procedures (SOP's).
Support good sustainable practice in FM	Knowledge of corporate social responsibility (CSR) and sustainability e.g. environmental initiatives such as 'People, Planet, Profit'. Understand what the trends in sustainable practice are including well being and safeguarding. Being able to apply policies sustainability and CSR including making practicable suggestions for improvements.
Maintain soft FM services	Knowledge of the value of soft FM services to customers, profitability, cost-savings and quality enhancements. The features of an SLA and how to report defects and suggest improvements. Being able to confirm the correct functioning of equipment used to deliver FM services in accordance with SOP's including cleaning equipment, franking machines, radios, walkie-talkies etc.

Main themes	Knowledge & Skills Requirements
Gather FM-related information for continuous improvement purposes. Including the use for Building Management Systems (BMS).	Knowledge of types and sources of FM-related information for Health and Safety, energy usage, heating and lighting, security and how these can be used to improve performance including knowledge of the FM improvement cycle. Being able to collect, collate, identify issues and report on improvements using FM data from systems such as BMS.
Deliver front-of-house services.	Knowledge of access systems, maintenance routines, the layout of the facility including egress and how these impact on front of house services. Being able to ensure communal areas meet standards of presentation and tidiness, greet and meet visitors in accordance with SOP's. Supporting others through the provision of reception services, room set-up and events organisation in accordance with SOP's.
Support hard FM functions.	Knowledge of the contribution of hard FM services to an organisation. Understanding the difference between Planned Preventative Maintenance (PPM) and reactive maintenance. Being able to carry out inspections of premises/facilities and carry out minor repairs or maintenance in accordance with SOP's including changing toner, replenishing stationery, PPM audits.
Maintain and develop competence in the FM industry/sector.	Knowledge of the purpose of appraisals and one to ones and the requirements of a personal development plan. Being able to complete and keep a development plan up to date with evidence of how you kept FM related skills and knowledge current.
Support the delivery of FM projects	Knowledge of the stages of and roles within a project. Understanding what project management tools are available. Being able to support the project team in a constructive way. Report on whether objectives have been met in accordance with organisational expectations.

Behaviours

Behaviours
Customer focus
Team working
Attention to detail
Honesty
Adaptability

