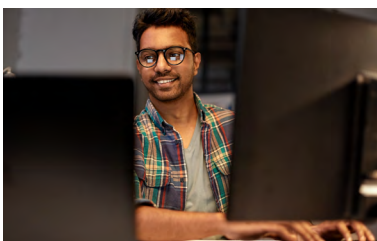
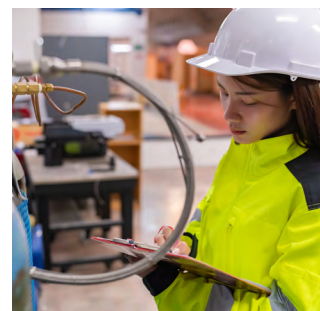




Property Services



Information for apprentice candidates



Apprentice Maintenance Technicians and Operatives

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A message from our Chief Executive Officer



NHS Property Services (NHSPS) is in a unique and exciting position to make a positive and long-lasting impact on the NHS. We have an unrivalled depth and breadth of skills in every area of property and facilities management, and this expertise allows us to work with our NHS colleagues to ensure the NHS estate can enable excellent patient care, now and in the future.

When joining NHSPS, you'll join a talented, dedicated team of experts who are passionate about helping the NHS, and whose work supports 7,000 NHS organisations and 6 million patients who use our buildings each day.

We are committed to nurturing talent and developing expertise through providing vocational and professional apprenticeships. Apprenticeships offer exciting opportunities for colleagues to gain the right skills and knowledge to build their careers and gain a nationally-recognised qualification. NHSPS currently has apprentices of all ages, working across a range of various specialisms, all undergoing comprehensive learning and development supported by on the job and off the job experience.

Regardless of your background we have opportunities for you to reach your full potential, and we want to get, grow, and keep great people at every level. We believe in hiring for attitude and training for skills, so if you have the drive and passion to achieve results, we want to hear from you.



Martin Steele
Chief Executive Officer



Your apprenticeship

We are currently offering apprenticeships nationwide in a range of different skillsets.

Level 3

- Installation Electrician and Maintenance Electrician
- Plumbing and Domestic Heating
- Refrigeration Air Conditioning and Heat Pump Engineering Technician
- Building Services Engineering Craftsperson

Level 2

- Property Maintenance Operative

Key information

Our starting salary for any technical apprenticeship is £17,000.00.

Upon successful completion of your apprenticeship and probation you will be placed into a Maintenance Technician or Maintenance Operative role.

Maintenance Technician salary band:
£26,790.30 - £37,418.70

Maintenance Operative salary band:
£23,235.60 - £31,436.40

Your contracted working hours will be:
37.5 hours per week.

For more information and to check available apprenticeships, please visit www.property.nhs.uk/careers/apprentices or scan the QR code to the right.



Why apply?

By joining NHS Property Services, you become part of a talented, dedicated team of experts who are passionate about helping the NHS get the most from its estate. By working together, we can drive real change for the NHS and enable healthcare professionals to focus on providing excellent patient care.

- Make a difference to the NHS by enabling excellent patient care
- Build a lifelong and fulfilling career with lots of opportunities to progress
- Receive training, support and coaching from your line manager, mentors and the learning and development team
- Earn a competitive apprenticeship salary with increases every year
- Access wide-ranging colleague benefits and support, including:



Annual leave

27 days of annual leave, non-inclusive of the 8 UK public holidays (pro-rata to part time and fixed term workers).



Sick and parental leave

Occupational sick pay as well as enhanced maternity, paternity and adoption leave (subject to eligibility).



Group pension plan

Including SMART contributions into which the company will contribute up to 6%.



Income protection and death in service

Dependent on contractual terms and conditions and on joining our defined contribution pension scheme.



Season ticket loan

An interest-free loan towards your cost of commuting to work on the train.



Cycle to work scheme

Obtain a bike and/or cycling accessories to use for travel to work, with savings on your tax and national insurance.



Local office discounts

Including gym memberships, restaurants and cafés.



Additional leave purchase

To support a healthy work/life balance, you can request to buy one week extra annual leave each year.



Investment in you

We have a number of schemes and programmes to develop your skills and help you to grow and succeed.



Employee Assistance Programme

Free and confidential counselling and information help line.



Blue Light card

Discounts on various high street retailers, restaurants, travel, mobile phone contracts, Microsoft suites and much more.



HASSRA membership

Successful sports and leisure association open to current and former staff.



Free eye tests

For those using display screen equipment (DSE) to support your health.



Your development

We're committed to growing and developing colleagues at every level. We have several schemes, programmes, and support networks to develop apprentices' skills.

Line Manager support

Line managers are committed to supporting apprentices and integrating their learning in the workplace. During relevant training, progress reviews, and enrolments, line managers endeavour to be present and provide and receive feedback on the apprentice's progress and plan for additional support.

Our line managers will ensure time is given to complete all 'Off the job learning', which includes college day release, online modules, shadowing, and maintenance work to

provide portfolio evidence. They will maintain knowledge of the apprenticeship schedule and content to provide encouragement and support.

Line managers provide monthly one to one sessions and they use this opportunity to discuss development, identify support needs, and set goals. They will ensure adequate time and support is provided for the apprentice to prepare for their end-point assessment.

Line managers will allocate suitable qualified mentors to support and develop the apprentice in the field of expertise being studied.

Mentor support

Apprentices are allocated a mentor who they can turn to for informal advice and support. Mentors will spend time with the apprentice in the workplace to provide practical learning and guidance to support apprenticeship completion.

Learning & Development team

The dedicated learning and development team will monitor the ongoing progress and stay in contact with apprentices throughout their apprenticeship. The team will offer support with training providers and any challenges that arise.

The team will provide apprentices with support, guidance, constructive feedback, and assist in identifying areas of need. They will celebrate successes, provide resources, and deliver additional support where required. They will help to prepare the apprentices for a successful end-point assessment.

Blended learning package

We have a range of apprenticeships available, and the delivery for each of them may be slightly different with different providers. However, apprenticeship standards are delivered by a blended-learning package.

For example, learning activities may include:

- A weekly day at college or a college block every few weeks
- Workshops (virtual or classroom)
- Online learning
- Research
- Workbooks
- One-to-one sessions with an allocated skills coach

End Point Assessment (EPA)

Towards the end of the apprenticeship programme, there will be an End Point Assessment (EPA) to complete. Each apprenticeship has its own EPA criteria and form of assessment, e.g., interview, exam, work-based project, portfolio assessment and/or professional discussion. An independent organisation will complete the EPA, and the training provider will organise this. The training provider will not put any apprentice forward for EPA until they are ready.

Apprentice's responsibilities

Apprentices must commit to completing their apprenticeship programme according to the schedule they embark on. Apprentices must complete all training, fully participate, and record all 'off the job' elements.

Apprentices must be dedicated to staying on track, attending their college day release, attending online training modules, completing programme assessments, effectively managing time, attending progress reviews and working with their mentor.

Communication is integral; if any of the responsibilities cannot be delivered, challenges arise or have concerns, apprentices must inform their line manager or learning and development contact at their earliest opportunity.

NHSPS apprentices demonstrate the colleague behaviours and values outlined in this pack. Apprentice must be willing to share experiences with colleagues and be an advocate for the apprenticeship standards at NHSPS.

About us

We are part of the NHS family with 6,000 professionals supporting over 3,000 healthcare properties across England. Our purpose is to enable excellent patient care by being the best property and facilities provider to the NHS.

Our services include estate strategy and optimisation, property management, facilities management, property development and construction project management. We help support millions of patients and NHS colleagues in collaboration with our 7,000 customers who range from Integrated Care Systems, health providers, charities and more.

Our culture and values seek to place our NHS colleagues and their patients, at the heart of everything we do.

Our strategy

We've developed a new roadmap that will enable us to drive meaningful, positive change across the NHS estate and the patients it services. We have explained this strategy in a more customer-focussed way through our first Customer Charter, which outlines how we will work with customers, what we need from them, and how to get in touch with us.

Our purpose: Enable excellent patient care

Our vision: Be the best property and facilities provider to the NHS

Our strategy: Support delivery of our customers' plans and help the NHS transform

<p>Support evolving NHS needs</p>	<p>Improve NHS colleague and patient environments</p>	<p>Deliver sustainable, quality services</p>	<p>Get, grow, keep great people</p>
<p>Put patients first</p> <p>Keep NHS places safe and compliant</p> <p>Support pandemic recovery</p> <p>Reduce health inequalities</p>	<p>Create Healthy Places</p> <p>Provide best value for money</p> <p>Enable ICS estates strategy</p> <p>Smarter, effective use of space</p>	<p>Be a responsible business</p> <p>Enable a greener NHS</p> <p>Deliver net zero carbon</p> <p>Simplify how we work together</p>	<p>Customer at the heart</p> <p>Hire for attitude, train for skills</p> <p>Spot and develop talent at every level</p> <p>Create engaged and enabled, values-driven culture</p>

Our culture: Engaged, enabled, high-performing team
Our values: Community | Colleagues | Commitment | Collaboration

How we support our customers



- | | | | |
|---|---|--|--|
| <ul style="list-style-type: none"> Reducing waiting lists through flexible space Rapid repurposing and recommissioning of space Keeping NHS places clean, safe and compliant Using the estate to reduce health inequalities | <ul style="list-style-type: none"> Creating and refurbishing Healthy Places to reduce health inequalities Enabling social prescribing hubs Improving accessibility of NHS spaces Providing flexible, bookable space | <ul style="list-style-type: none"> Creating estate strategies for integrated care Delivering value for money Expert advice on analysing estates and facilities data Enabling smarter working Local and national experts | <ul style="list-style-type: none"> Strategies to achieve Net Zero Carbon Greener NHS through energy and environment support Measuring and analysing sustainability data Achieving value for money through sustainable FM and estates |
|---|---|--|--|

<p>Over 6,000 colleagues</p>	<p>Safely operating 3,000 buildings</p>	<p>Digital and data-enabled estates</p>	<p>Investing in the NHS</p>
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Our service offer

 <p>Estate strategy and optimisation</p> <ul style="list-style-type: none"> • Stakeholder engagement • Property benchmarking • Estate optimisation and strategy • Vacation planning • Smarter, flexible offices • Business case planning • Financial analysis and reporting 	 <p>Soft facilities management</p> <ul style="list-style-type: none"> • Cleaning • Catering • Linen and laundry • Reception • Security services • Waste management • Portering • Grounds maintenance
 <p>Town planning</p> <ul style="list-style-type: none"> • Local plan representations nationally • Brownfield and greenbelt reviews • Planning appraisals • Pre-application, master planning and planning applications • Section 106/CIL advice 	 <p>Hard facilities management</p> <ul style="list-style-type: none"> • Building maintenance • Technical compliance • Mechanical and engineering systems
 <p>Improving space utilisation</p> <ul style="list-style-type: none"> • NHS Open Space • Space utilisation studies • Sessional space management • Vacant space management • Rapid recommissioning of space 	 <p>Property disposal management</p> <ul style="list-style-type: none"> • Property marketing strategy • Property due diligence • Sales process • Bid analysis/selection • Transaction negotiations • Contractual completion • Housing delivery support
 <p>Energy and environment</p> <ul style="list-style-type: none"> • Data and reporting • Strategy, compliance and processes • Efficiency engagement, projects and supply • Environment protection • Waste management compliance 	 <p>Property management</p> <ul style="list-style-type: none"> • Lease negotiations and events • Rent reviews • Rates management and rating appeals
 <p>Construction project management</p> <ul style="list-style-type: none"> • Refurbishment • Extensions • New builds 	 <p>Property development</p> <ul style="list-style-type: none"> • Delivery of new health infrastructure and value release • Feasibility and options analysis • Legal and technical due diligence • Design and planning • Development management

Our values

Our values are what we hold important; they help us to shape our decisions and define what it is like to work here.

Across the summer, we worked with hundreds of colleagues across the business to gather feedback to refresh our values to reflect who we are today as an organisation. Four clear themes emerged, and our new values describe who we value, what we value doing for them and how we value doing it.

The new values - or the 4Cs for short - are:



Community

- We put patients at the heart of everything we do
- We improve the safety, wellbeing and sustainability of the communities we serve



Colleagues

- We respect, engage and enable our colleagues
- We promote an inclusive culture and support everyone to fulfil their potential



Commitment

- We are trusted to deliver excellence
- We are adaptable and innovate to meet the changing needs of the NHS



Collaboration

- We work together to do the right thing for patients, customers and colleagues
- We are responsive, open and straight-forward



Hear from apprentices

“ I’ve gained a lot of experience from teams across the company through my apprenticeship at NHSPS, with lots of support and encouragement from the Learning & Development team and my manager. I love working for the NHS, they’ve got a great culture of ‘get, grow and keep great people’ and that’s not just words, they’re really invested in your development, and I couldn’t recommend it highly enough. My advice to apprentices applying would be – don’t be afraid, go for it! You’ve got nothing to lose and everything to gain.”

Teresa Moore
Support Services Team Leader

“ I applied for an apprenticeship at NHSPS because I saw a great opportunity for me to progress in my career, and it turns out I was right. You get enough time to do your ‘off the job’ training within your working hours, which I really value, and your colleagues are always happy to chat and answer questions. Working for the NHS is a brilliant opportunity – we all know the NHS is particularly overstretched at the moment, and to be part of the workforce who helps to keep it running is really fulfilling. I would definitely recommend an apprenticeship at NHSPS, it’s highly supportive, gives you plenty of hands on experience, and you get to meet lots of new people. My advice to apprentices applying? Be yourself, ask as many questions as you need, and know that we’re all here to learn and progress.”

Vlad Adrian Leca
Technical Services Supervisor

What are we looking for?

We are looking for apprentices who are willing to learn, demonstrate dedication to complete their apprenticeship, and role model the colleagues’ behaviours outlined in this pack.

Some of our minimum requirements:

- Preferable: Driving licence or willing to work toward
- Essential: Maths and English A-C or equivalent

Regardless of your background we have opportunities for you to reach your full potential, and we want to get, grow, and keep great people at every level. We believe in hiring for attitude and training for skills, so if you have the drive and passion to achieve results, we want to hear from you.

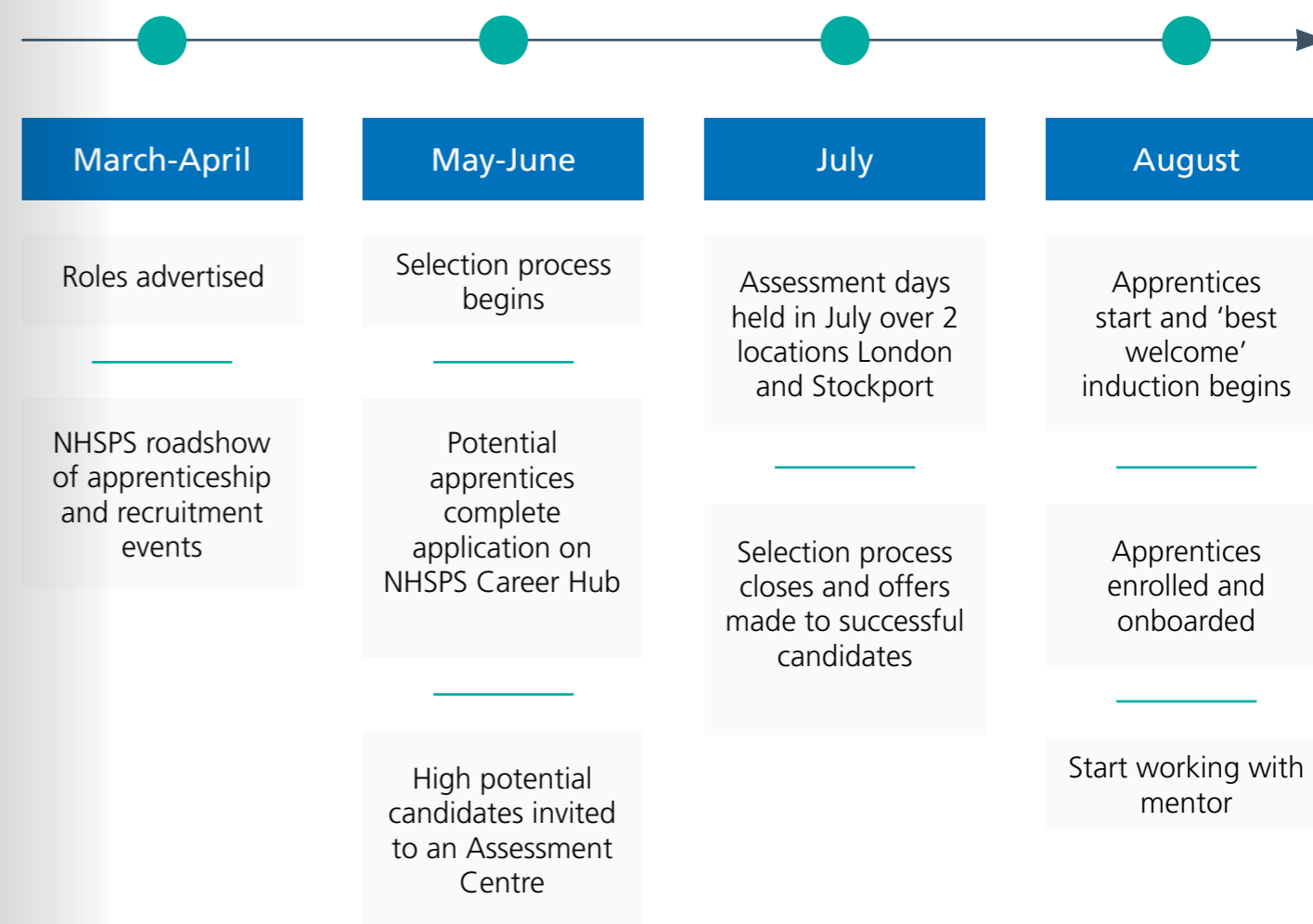
How to apply

The recruitment process

We have several apprenticeship vacancies available for talented and ambitious individuals. If you are interested in applying for an apprenticeship with NHSPS, please visit our website careers page, find the apprenticeship and location you are interested in and complete the application.

If successful at this stage, you will be invited to our assessment centres, where you will find out more about NHSPS and what to expect from an apprenticeship with us, and we get to discover more about you and your talents.

Key dates



For more information and to check available apprenticeships, please visit www.property.nhs.uk/careers/apprentices or scan the QR code to the right.





Get in touch



Careers@property.nhs.uk



www.property.nhs.uk/careers



NHS Property Services



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