



INSPIRE ATA
APPRENTICESHIPS

FACILITIES MANAGEMENT SUPERVISOR LEVEL 3

This occupation is found in various sectors, including housing, health, and education, where facilities management impacts people and workplaces. Facilities management supervisors oversee teams to ensure safe, efficient environments, managing both hard (estate management) and soft (catering, cleaning) services. They ensure compliance with health and safety regulations, meet performance indicators, and resolve customer service issues, contributing to continuous improvement. Daily interactions involve clients, stakeholders, and internal departments, with responsibilities including risk assessment, budget management, and maintaining compliance standards.

WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 21 MONTHS

PRACTICAL PERIOD: 18 MONTHS

EPA PERIOD: 3 MONTHS

EPA ORGANISATION: ACTIVEIQ

**ASSESSMENT METHOD: PROJECT, PRESENTATION
AND INTERVIEW**

DUTIES:

- Support both hard and soft facilities management functions.
- Contribute to health and safety compliance and conduct risk assessments.
- Ensure safety for all on site through collaboration with stakeholders.
- Manage team performance and contribute to their development.
- Deliver day-to-day facilities management services to meet client expectations.
- Resolve customer service queries in line with contractual requirements.
- Monitor and address customer service issues to prevent recurrence.
- Support budget management to meet financial targets.
- Ensure adherence to building governance and compliance standards.

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KNOWLEDGE

- Characteristics and features of facilities management: hard, soft, total or integrated, personnel.
- Awareness of health and safety regulations and codes of practice, relevance to the occupation and the own responsibilities.
- Methods and policies to promote safe working; risk assessments, method statements and safe systems of work.
- Manufacturer's instructions; facilities management environment tools and equipment: for example, plant, machinery, electrical equipment, manual maintenance tools.
- Sustainability legislation and regulations: current and developing sustainable principles, practices and techniques.
- Principles of leadership: supervisory, teamwork, and coaching techniques.

SKILLS

- Supervise the facilities management function.
- Comply with health and safety regulations, building regulations, codes of practice and organisational policies and procedures.
- Comply with risk assessments, method statements and safe systems of work and apply control measures.
- Supervise others when using facilities management environment tools and equipment for example, plant, machinery, electrical equipment, manual tools.
- Apply sustainable processes and practices, monitoring and solving sustainability problems which impact climate change in the facilities management function within their organisation.
- Use resources to complete tasks, with consideration for cost, quality, safety, security and environmental impact.
- Lead a team of facilities personnel.

BEHAVIOURS

- Take responsibility for own actions and for the actions of those under their supervision or direction to promote safety.
- Considers the environment and sustainability.
- Act ethically.
- Promote an inclusive workplace for example respectful of different views.
- Adapt to new and changing situations with clients and customers.

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