



GUIDANCE NOTES FOR APPRENTICESHIP APPLICANTS

COMPLETING THE APPLICATION FORM

Note

The Job Description and Supporting Questions can be found on the pages below.

Please ensure you answer the questions using the Supporting Information section on the application form.

To be eligible for an apprenticeship, you must be:

- 16 or over by the end of the summer holidays
- Living in England
- Not in full-time education at the time of applying
- if you are a non-UK citizen, you must have permission from the UK government to live in the UK (not for educational purposes), and have been ordinarily resident in the UK for at least the previous three years before the start of the apprenticeship

The job application plays a very important part in the selection process and will be used as the basis for shortlisting candidates for interview.

Make sure the information you provide is clear and accurate and that you submit your application by the closing date and time stated on the advert.

Personal details

Ensure that you fully complete this section and include your address, email address and a contact telephone number.

Referees

Complete details for both references who should not be related to you. If you are a school or college leaver, please give us the contact details of the head teacher/tutor and also the manager of your most recent work experience placement, if applicable.

Referees will not be contacted without your permission.



Education, qualifications, memberships and training

Give details of your education, qualifications as well as any professional memberships or other training you have attended.

Employment

If relevant, start with your most recent job, give a summary of all employment, including any relevant unpaid work. Please explain any breaks in employment dates. We reserve the right to contact former employers to verify information contained in your application.

Supporting information

Use this section to answer the questions given in the section below.

You may also wish to add additional information and provide examples, where possible, of skills, abilities, knowledge and experience outlined in the job description.

Include everything that is relevant – training and experience gained through out of work activities – as concisely as possible.

Be as specific as possible, we cannot guess or make assumptions, we will assess your application solely on the information provided.

Additional Information

Answer the questions in this section accurately and also advise us of any dates you are not able to attend for interview.

If you are shortlisted for interview, you will be asked to provide confirmation of your right to live and work in the UK.

Declaration

Read the declaration and tick the consent box at the bottom, **before submitting your application.**

Equal Opportunities form

Read the notes which are provided with the equal opportunities form before completing your application. This form will be kept separate from your job application to ensure that none of the information provided is used in the selection decision.

The information provided will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.



Offer of employment

Note that any offer of employment made by the City of London Corporation will be subject to receipt of the following documents:

- Proof of identity
- Proof of right to live and work in the UK
- Proof of current address
- Five years' employment history (where relevant)
- Two satisfactory references
- Satisfactory Disclosure and Barring Service (DBS) clearance (when required for the role)
- Medical assessment (which may include a medical examination by a Doctor named by the City of London Corporation)



Job Description

Job title: Facilities Service Operative

Department: City Surveyor's Department – Operations Group

Grade: APO1

Location: Barbican and GSMD

Responsible to: Property Facilities Manager

Responsible for: N/A

Purpose of Post

To support the Property Facilities Manager in the effective delivery of contracted services to the Barbican and Guildhall School of Music and Drama (GSMD).

Services included are those delivered through the IFM, Security and Lift contracts as appropriate to the various properties.

The post supports the performance and service delivery via contractors, ensuring that statutory and contractual requirements are met and a quality service is provided and the value of the corporations asset is maintained.

This role is part of the City Surveyor's Department and contributes to the on-going development of the City's facilities function, working closely with clients and other departments, and having visibility at each asset within their responsibility.

Main Duties & Responsibilities

To support the Property Facilities Manager with their duties and responsibilities which include but are not limited to:

1. Performance management of 3rd party contractors in the provision of FM services (across hard and soft services) in accordance with contractual SLAs and KPIs and statutory requirements. Setting clear direction on requirements and expectations.
2. Provide accurate, regular reporting to internal clients on the performance of 3rd party contractors in the provision of FM services. These will include operational and financial performance.
3. Conduct analysis of CAFM data to identify opportunities to improve service improvements or efficiencies.
4. Provide main point of client liaison for property related issues within portfolio.
5. Maintain an accurate and complete asset register for each property within assigned portfolio. Ensuring any amendments are submitted in a timely fashion to the CAFM management team.
6. Ensure property portfolio remains statutory compliant. This is to be tracked, managed and reported.
7. Ensure all work conducted by supply chain partners is completed and exercise quality control on routine aspects of maintenance and repairs work.
8. Investigate and assess repairs and maintenance issues and proactively manage



forward maintenance plans by the submission of business cases for the replacement or renewal of equipment.

9. Contribute to health and safety property policies including asbestos and legionella and feedback on the delivery of such policies to ensure they are practical and workable.

10. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.

11. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.

12. To undertake any other duties that may reasonably be requested appropriate to the role



Supporting Questions

Include everything you think is relevant to answer the supporting questions below illustrating your skills, knowledge and experience. Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided.

Please enter your answers to the following questions in the Supporting Statement section on the application form.

Question 1:

What interests you about a role in Facilities Management?

Question 2:

What skills do you think you can bring to the role?



Question 3:

What attracted you to the City of London Corporation?

Question 4:

What interests you about an apprenticeship?

Question 5:

Please provide your personal statement to identify your strengths and other transferrable skills and personal interests (500-750 words)