

Apprentice

Job Description

Job Title:	Apprentice	Contract:	Here East
Location:	Here East, London	Reports to:	Site Supervisor
Company Overview:	<p>At Smart, we partner with the world’s leading companies to maintain their facilities to the highest standards, delivering a truly customer-focused experience. For over a decade, we have excelled in providing top-tier engineering services to premier data centers and commercial facilities globally.</p> <p>Our unique value lies in recognising that people are the heart of every organisation.</p> <p>Investing in our team is our greatest priority. Despite the rapid advancement of technology and the evolution of building infrastructures, it is the leadership and personal contributions of our dedicated Smart team members that distinguish us from the competition.</p> <p>We are an operationally driven business with a focus on visible management and a team that embodies our core values: Empowerment, Integrity, and Passion - this is the Smart way.</p>		
Role Overview:	<p>As an Apprentice, you will gain hands-on experience while working alongside experienced professionals. You will develop the skills and knowledge necessary to maintain and repair a variety of building systems and equipment, including Mechanical, electrical, plumbing, and general maintenance tasks.</p> <p>This apprenticeship will provide you with a blend of on-the-job training and formal education, enabling you to achieve a nationally recognized qualification in Facilities Maintenance. Keeping meticulous maintenance records and fostering positive relationships with colleagues and clients are integral to your role. Upholding a safe, healthy work environment and complying with company and client policies demonstrate your commitment to operational excellence and exemplary customer service.</p>		

Position Requirements

Education Requirements:	Good basic education, including English & Maths to GCSE standard
Years of Experience:	N/A
Qualifications:	Learning a formally delivered electrical or mechanical engineering discipline to City and Guilds Level 3 or NVQ Level 3
Desirable Qualifications:	GCSEs (or equivalent) in English, Maths, and Science (Grade 4/C or above).

Key Responsibilities
<ul style="list-style-type: none"> • Assist with routine inspections, maintenance, and repairs of building systems and equipment. • Learn and follow health and safety regulations and company procedures. • Support the team in diagnosing and resolving maintenance issues. • Help with the installation and commissioning of new equipment. • Maintain accurate records of work completed and materials used. • Develop a solid understanding of tools, equipment, and materials used in facilities maintenance. • Assist the Smart Managed Solutions engineering team to ensure that all planned and reactive engineering activities meet and exceed both service levels and customer expectations. • Ensure that comprehensive maintenance records are kept. • To develop a good working relationship with all members of Smart Managed Solutions staff and clients staff. • Ensure the provision of a safe & healthy working environment is met, and ensure compliance with all company and client policies and procedures, as well as client site policies, procedures and working arrangements, as required. • Ensure a professional image of Smart Managed Solutions and the client is presented to clients and visitors, and ensure excellence in customer service is delivered and promoted always. • Ensure that all tasks are maintained through a commitment to personal development and life-long-learning.

Core Competencies	Description:
Client Focus	<p>Client focus is putting the needs and satisfaction of the client at the centre of everything you do. It means understanding what customers want and need and then working hard to meet or exceed those wants and needs.</p> <p>Individuals with a strong client focus aim to provide excellent customer service, respond quickly to enquires and listen to client feedback.</p>
Continuous Improvement & Innovation	<p>Continuous improvement is the ongoing process of making small incremental changes to improve efficiency, quality and effectiveness. It involves constantly looking for ways to refine and optimise existing processes and services. Innovation can be referred to as creating something entirely new or making significant changes to existing solutions.</p>
Collaboration & Communication	<p>Communication is the process of sharing information, ideas or feelings with others. This can be verbal, written or non-verbal.</p> <p>Collaboration is working together with others to achieve a common goal. It involves sharing ideas, responsibilities and tasks to get something done.</p>
Compliance & QSHE	<p>Compliance is about following the rules and guidelines set out by law, regulations, industry standards or internal policy. It means ensuring a company or organisation is doing things the right way according to these requirements</p> <p>Quality, Health, Safety and Environment focuses on ensuring high quality service whilst also maintaining safe and healthy conditions for employees and clients and protecting the environment.</p>

Role Competencies	Description:
Problem Solving	Solid problem solving combined with a solid understanding of Smart processes and procedures. Participating in addition learning such as Shutdowns
Task Management & Prioritisation	<p>Task Management is the process of organising, tracking and completing tasks efficiently. It involves planning what needs to be done and making sure they are completed on time.</p> <p>Prioritisation is deciding which tasks are most important and need to be done first. It's about identifying what needs to be addressed right away and what can wait.</p>

Please note all details are provided for guidance only, and do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms and conditions are provided within Offers of Employment, The Employee Handbook and appropriate policies within the Company. This document does not constitute an Offer of Employment. Offers are only valid when provided in writing through the People & Culture team at Smart Managed Solutions.