

# FACILITIES SERVICES OPERATIVE

## LEVEL 2

This occupation is found in the facilities management (FM) industry both in the “supplier” side (i.e. those companies that supply FM services to their customers) and the “client” side (i.e. the recipients of those contracted FM services).

A Facilities Services Operative is a broad description of someone who provides facilities services support to customers and FM departments.

This may include services such as soft FM i.e. security, cleaning, catering, front-of-house, post-room services and portering.

The FM industry covers a wide range of industry sub-sectors. Therefore, typically, this role could be found working in a range of environments e.g. in an office and/or on-site, for example, in residential developments and commercial properties, hospitals, schools or retail centres and industrial locations. Beyond their immediate team, Facilities Services Operatives (FSOs) liaise with colleagues in other departments (e.g. Finance, Procurement/Commercial) and collaborates with technical experts and other FM-related roles such as security personnel, cleaners, catering and front-of-house staff.

This is an outward-facing role where liaison with customers is a key priority and forms a major part of the role. An employee in this occupation may work alone or within large-scale operations, depending on the size of the contract.

An employee in this occupation will be responsible for fulfilling the duties listed below in compliance with legislation and organisational policies and procedures. In their daily work, an employee in this occupation interacts with colleagues within the FM department and reports to the FM Supervisor/Manager.

### ROLES/OCCUPATIONS MAY INCLUDE

- Security Officer
- Estates Operative
- Concierge
- Cleaning Operative
- Services Operative
- Facilities Operative
- Services Assistant
- Facilities Assistant

### LINK TO PROFESSIONAL REGISTRATION

Institute of Workplace and Facilities  
Management / Associate.

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## KNOWLEDGE, SKILLS AND BEHAVIOURS

### K.1

Legislative requirements and responsibilities relating to health and safety, access & inclusion, manual handling, working at heights, hazardous substances (COSHH), reporting of injuries, diseases etc (RIDDOR).

### K2

HSE Five steps to risk assessment.

### K3

The features and purpose of effective customer service.

### K4

Customers' and organisational corporate social responsibility and sustainability policies and requirements e.g. environmentally-friendly initiatives; "People, Planet, Profit".

### K5

The contribution of soft FM services to an organisation (value to customers, profitability, cost-savings, quality enhancements).

### K6

Types and sources of FM-related information (e.g. on health and safety, energy usage, efficiency of heating and lighting systems, security and access systems).

### K7

The functioning of the access management system (health and safety, security, front-of-house) including egress.

### K8

The contribution of hard FM to an organisation (value to customers, profitability, cost-savings, quality enhancements).

### K9

The purpose and features of personal performance measurement processes e.g. appraisals, one-to-ones.

### K10

The way in which an organisation's mission, vision and values affect its operations.

## FACILITIES SERVICE OPERATIVE DEMONSTRATES THE FOLLOWING SKILLS

### S1

Comply with relevant health, safety and environmental legislation (Health and Safety at Work etc Act 1974) e.g. logging incidents, posting/distributing health and safety notices, checking fire extinguishers, fire alarms, confirming that checks have been carried out, use of PPE.

### S2

Identify risks, hazards and threats to people, property and premises in accordance with SOPs.

### S3

Collaborate with other colleagues (e.g. security officers, cleaning operatives, receptionists, engineers and catering staff) in accordance with SOPs.

### S4

Apply policies in sustainability and corporate social responsibility in accordance with SOPs .

### S5

Operate the stock management system in accordance with SOPs e.g. stock checking, replenishment, stock ordering.

### S6

Collect FM-related information from a variety of sources (e.g. from BMS, helpdesk or in-house systems) in accordance with the task specification.

### S7

Provide support to the access management system in accordance with SOPs (e.g. ID checks, key authorization, security marking, security access data, building security alarm systems (access, CCTV etc)

### S8

Log jobs and arrange for repairs and engineering maintenance in accordance with SOPs.

### S9

Complete and keep up-to-date personal development plans.

### S10

Manage customer expectations in accordance with SOPs and organisational expectations.

## FACILITIES SERVICE OPERATIVE DEMONSTRATES THE FOLLOWING BEHAVIOURS

**B1** Customer focus

**B3** Personal effectiveness

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**B2** Team working

**B4** Attention to detail

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## DURATION

Typical duration of the programme is 15 months.

## ENTRY REQUIREMENTS

Learners will be required to have or achieve a level 1 English and Maths prior to completion of their programme

## FUNCTIONAL SKILLS [FS]

Your Coach/Mentor embeds these subjects throughout the programme. During the Induction, we will assess your level of Maths and English using a diagnostic system. If you do not hold the qualifications, your Coach/Mentor will work with you to achieve these by the time you are due to complete your programme.

## END POINT ASSESSMENT GATEWAY

The End-Point Assessment takes place after a minimum of 12 month's on the programme. The employer, and Mercury, will formally sign off that the learner has met the minimum requirements in regards to knowledge, skills and behaviours within the standard and confirm they are ready to move on to the End-Point Assessment. This will happen during a meeting involving the learner, their Line Manager and the Coach/Mentor.

## PROGRESS MEETINGS

We carry-out 8 weekly progress meetings with the Supervisor/ Manager and Learner to check progress against the standard and for everyone to give feedback. If the Supervisor/Manager is busy for Face-to-face review meetings, we can use Microsoft Teams.

## END POINT GRADES

For each of the three assessment methods, the Independent Assessor will grade the learner on the following scale: Pass / Merit

### Assessment Method 1:

**Knowledge Test With the following grades: - Pass**

### Assessment Method 2:

**Observation With the following grades: - Pass - Merit**

### Assessment Method 3:

**Professional Discussion of FM performance and knowledge  
With the following grades: - Pass - Merit**

Learners will need to achieve a pass within each part of the End-Point Assessment to be able to pass the Programme.

## PARTNERSHIP EXPECTATIONS

### LEARNER / STUDENT

- Volunteers to take part in the programme for their own development
- Attends sessions
- Completes tasks in agreed timeframe
- Completes 20% time for learning
- Takes part in functional skills (where needed)
- Takes responsibility for own development

### SUPERVISOR / MANAGER

- Plans time for learning to take place
- Works with Mercury Coach /Mentor to arrange visits and learning opportunities to fit around site operations
- Supports on-the-job training and offers relevant experience
- Takes part in 1-2-1 reviews with learners to discuss progress, provide feedback and guide development

### MERCURY COACH / MENTOR

- Monitors Progress
- Monthly Face-to-Face coaching and Mentoring
- Weekly On-Line Coaching /Mentor support
- Provides feedback to Learner and Supervisor /Manager

## 20% TIME FOR LEARNING

There are a number of activities that count towards time for learning, for example, watching PowerPoint Presentations, Listening to Podcasts, Reading Industry Literature, using our Virtual Learning System for subjects such as Counter-Terrorism Training, Self-Study, Completing Assignments and Observing Senior Mentors/Senior Leaders

# STEPS TO YOUR LEVEL 2 PROGRAMME

## INDUCTION

Meet your Coach/mentor and who is involved in your Programme. Carry-out initial assessments. Introduction to the Smart Assessor System.

## STEP TWO

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.

## STEP THREE

Address FM-related risks, hazards and threats to people, property and premises.

## STEP FOUR

Provide customer service to internal and external customers to ensure the effective delivery of a range of facilities services.

## STEP FIVE

Support good sustainable practice in FM.

## STEP SIX

Maintain soft FM services.

## STEP SEVEN

Gather FM-related information for continuous improvement purposes.

## STEP EIGHT

Deliver front-of-house services.

## STEP NINE

Support hard FM functions.

## STEP TEN

Maintain and develop competence in the FM industry/sector.

## STEP ELEVEN

Support the delivery of FM project.

## STEP TWELVE

Review of Knowledge, Skills and Behaviours with learner, employer and Coach/Mentor.

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## END POINT ASSESEMENT

Carried out by an approved End Point Assessment Organisation agreed by the employer.