

DRAFT ST0617 Facilities services operative Apprenticeship standard V1.5 11092026
Survey

Overview of the role

Providing facilities services support to customers and facilities management departments.

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Standard in development

L2: Facilities services operative

Version 2.0

Title of occupation

Facilities services operative

UOS reference number

ST0617

Core and options

No

Level of occupation

Level 2

Occupational maps data

Route: Construction and the built environment

Pathway: Building Services Engineering

Cluster: Facilities management operative or supervisor

Typical duration of apprenticeship

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12 months

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

Yes

Regulated occupation

Is this a statutory regulated occupation?

No

Occupational summary

A facilities services operative plays a key role in the smooth running of buildings and environments, ensuring they are safe, secure, clean and welcoming for everyone who uses them. This occupation exists across both sides of the facilities management industry: on the supplier side, where companies deliver facilities services to clients and on the client side, where organisations receive and rely on those services to support their operations.

The broad purpose of the role is to support the delivery of a wide range of facilities services. These can include hard services such as maintenance and engineering and soft services like cleaning, catering, front-of-house support, post-room operations, and portering. Operatives help ensure that buildings meet health, safety, and welfare standards, and they contribute to reducing business risks by maintaining secure and compliant environments.

In their daily work, facilities services operatives interact with a variety of people, including clients, colleagues, contractors, and service providers. They often serve as the first point of contact for building users, making customer service a central part of the role. Depending on the size of the organisation or contract, they may work independently or as part of a team ranging from a handful of people to several hundred.

The environments in which they work are diverse and can include office buildings, hospitals, schools, universities, retail centres, industrial sites and residential developments. Regardless of the setting, their focus remains on delivering reliable, high-quality services that support the effective operation of the space.

Facilities services operatives are responsible for ensuring that services are delivered in line with organisational standards and legal requirements. They help resolve issues,

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support building projects and improvement projects and apply sustainable practices in their work.

Facilities services operatives also take responsibility for developing their skills and staying up to date with best practices. Their work is essential to creating environments that are not only functional but also pleasant and productive for everyone who uses them.

Typical job titles

- Estate operative
- Facilities assistant
- Facilities coordinator
- Facilities operative
- Site support assistant
- Workplace coordinator
- Workplace support coordinator

Are there any statutory / regulatory or other typical entry requirements?

No

Occupation duties

Duty	KSBs
Duty 1 Support the delivery of health, safety, welfare and security for all facilities users.	K1 K14 K22 K24 K25 S1 S2 S10 S16 S17 S18 B1 B3 B4 B5
Duty 2 Support the organisation to reduce business risk.	K2 K5 K6 K7 K9 K13 K14 K16 K22 S5 S9 S10 S12 S16 B4
Duty 3 Contribute to maintaining sustainable practices in the delivery of facilities management services.	K3 K4 K5 K11 K16 S3 S4 S7 S12 B2

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Duty	KSBs
Duty 4 Provide customer services to building users, to support the effective delivery of facilities services.	K6 K8 K9 K10 K14 K15 K16 K17 K18 K22 K24 S5 S6 S10 S11 S12 S13 S14 S16 S17 B3 B4 B5
Duty 5 Support and maintain the delivery of day-to-day facilities management services.	K7 K8 K9 K11 K12 K13 K15 K16 K17 K18 K19 K20 K21 K22 K23 K24 K25 S5 S7 S8 S9 S11 S12 S13 S14 S15 S16 S17 S18 B2 B4 B5
Duty 6 Contribute towards the delivery of facilities management projects or building change.	K11 K12 K13 K15 K17 K18 K19 K23 K25 S7 S8 S9 S11 S13 S14 S15 S18 B4
Duty 7 Gather facilities management related information to inform the maintenance and improvement of services.	K9 K11 K13 K15 K16 K18 K19 K23 K25 S5 S7 S9 S11 S12 S13 S14 S15 S18 B4
Duty 8 Develop and maintain own competence in the facilities management sector.	K15 K16 S11 S12

KSBs

Knowledge

K1: Health and safety regulations, standards, and guidance and impact on role, for example display screen equipment, manual handling, fire reform order, legionella.

K2: Safe systems of work, hazards, risk assessments, method statements and control measures.

K3: Principles and techniques of waste management hierarchy.

K4: Sustainability practices and techniques.

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K5: The key components of corporate social responsibility, for example, people, planet, profit.

K6: The facilities sector. In-house and outsourced model. Types of employers. Types of customers and stakeholders.

K7: The purpose and benefits of standard operating procedures (SOP).

K8: Principles and practices of service level agreements (SLAs), key performance indicators (KPIs) and contractual obligations.

K9: Limits of authority and escalation procedures.

K10: Standard Operating Procedure (SOP) and organisational policy for customer service

K11: Considerations for resource management: cost, quality, safety, security, and environmental impact.

K12: Requirements and techniques involved in work planning, sequencing and pre work checking.

K13: Problem solving methods, for example, decision tree, plan, do, check, act (PDCA).

K14: Principles of equity, diversity and inclusion in the workplace and the impact on their work.

K15: Team working and collaborative working techniques: customers, colleagues, internal and external stakeholders.

K16: Information technology and digital systems used to support facilities management operations. General data protection regulation (GDPR). Cyber security.

K17: Written communication techniques: paper based and digital. Plain English principles. Sector specific terminology.

K18: Verbal communication techniques. Giving and receiving information. Adapting style to audience. Barriers in communication and how to overcome them. Sector specific terminology.

K19: Documentation: methods and requirements – electronic and paper, for example, text, data, job card, work instructions, risk assessments, method statements, operation manuals, permits to work.

K20: Principles of hard facilities management.

K21: Principles of soft facilities management.

K22: Site emergency and evacuation procedures.

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K23: The different types of maintenance, for example planned preventative maintenance (PPM) and reactive maintenance.

K24: Organisation's standard operating procedure (SOP) and standards for housekeeping, limits of organisational responsibility.

K25: Premises and equipment inspections, their purpose and recording methods.

Skills

S1: Follow procedures in line with health and safety regulations, standards, and guidance.

S2: Identify and report hazards and risks in the workplace. Comply with safe systems of work and apply control measures.

S3: Follow waste management techniques.

S4: Follow sustainable practices and techniques.

S5: Escalate issues or concerns.

S6: Deliver customer service, in accordance with SOPs and organisational policy.

S7: Identify, organise and use resources.

S8: Schedule, prioritise and sequence work in line with requirements.

S9: Apply problem solving methods, identifying issues. Propose solutions to problems.

S10: Follow equity, diversity and inclusion rules.

S11: Apply team working and collaborate with others.

S12: Use information technology and digital systems. Comply with GDPR and cyber security regulations and policies.

S13: Communicate in writing with others for example, internal and external customers, colleagues, and managers.

S14: Communicate with others verbally including internal and external customers, colleagues using sector specific terminology.

S15: Record or enter information - paper based or electronic.

S16: Apply the site emergency and evacuation procedures.

S17: Conduct housekeeping within the areas of responsibility meets required standards of tidiness and presentation in accordance with SOPs.

S18: Carry out and record premises and equipment inspections.

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Behaviours

B1: Prioritise health, safety, and wellbeing.

B2: Considers the environment and sustainability.

B3: Contributes to equity, diversity and inclusivity.

B4: Team-focus to meet work goals.

B5: Respond and adapt to work demands and situations

Qualifications

English and maths

English and maths qualifications must be completed in line with the [apprenticeship funding rules](#).

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

No

Professional recognition

This standard aligns with the following professional recognition:

- Institute of Workplace and Facilities Management for Associate

Consultation

Progression routes

[ST0171 Property maintenance operative 1.1 L2](#)

[ST0170 Facilities management supervisor-1.1 L3](#)

[ST0384 Team leader - v1.4 \(defunded\) L3](#)

[ST0071 Customer service specialist v1.2 L3](#)

[ST0484 Facilities manager-1.3 L4](#)

[ST0310 Associate project manager - v1.4 L4](#)

[ST0410 Senior and head of facilities management \(integrated degree\) L6](#)

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

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Involved employers

Other involved stakeholders

Subject sector area

15.3 Business management

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