

JOB DESCRIPTION

Role / Title: Engineering Services & Maintenance Engineer Apprentice

Reports to: Apprenticeships Manager

Line Managed by (daily basis): Estates Business Services Manager

Contract length: 4-years

Purpose of the apprenticeship

The Services & Maintenance Engineer Apprentice role has been created to provide a structured apprenticeship, with on-the-job learning, training, and experience. It will include immersive working and development within the Estates & Facilities Teams as well as mentoring and opportunities to develop with experience across a variety of estates engineering projects. The role will include the servicing, maintenance and repair of building services, such as: ventilation, heating, water supply. The role will carry out site visits and inspections across all ROH properties in addition to office-based tasks, all with the aim of providing high levels of customer satisfaction with our facilities.

What is involved?

You will be based at the ROH's Covent Garden site within the Estates & Facilities team that maintains and supports all ROH's properties.

- The apprenticeship will be split between the ROH's Covent Garden premises and Choice Training Ltd college in Dagenham where you will study over four years for an Apprenticeship in [Building Services Engineering Service and Maintenance Engineer](#).
- Part of the qualification will be achieved through the completion of a portfolio of evidence demonstrating how the relevant skills have been used in the workplace.
- You will be released from the workplace one day a week during term-time to attend scheduled college workshops and seminars at Choice Training in Dagenham, you will also need to undertake online individual study.
- You will work 40 hours per week (including one day at college/individual study).
- At the end of the apprenticeship scheme there will be the opportunity to spend some work experience time in the Facilities departments of another company.
- You will be supported throughout the apprenticeship by a college assessor, ROH technical staff, and the Apprenticeships Team.

Who will you be working with?

You will work alongside a variety of people and departments throughout the apprenticeship, but you will work most often with the following teams:

- Estates Technical Managers
- Estates Maintenance Engineers
- Health & Safety Team
- Estates Business Services team
- Estates Project Teams

What will you do in the workplace during the apprenticeship?

- Develop an understanding and knowledge of the work of the Estates & Facilities Teams, with a focus on the services we carry out across the estate.
- You will work closely with experienced maintenance teams to complete planned preventative maintenance and reactive tasks. This apprenticeship provides a hands-on learning experience, allowing you to develop skills in a real-world environment.
- Keep up to date with any new and improved ways of working and new Building Maintenance technology.
- Develop an understanding and knowledge of the work of the Estates & Facilities Teams, with a focus on the services we carry out.
- Contribute to the team's deliverable goals, e.g., maintaining infrastructure maintenance, operating, and commissioning methods.
- Maintain accurate records of maintenance and repair activities: supporting the team in reviewing O&M manuals and H&S files and tracking defects.
- Assist in preparing reports on equipment performance and maintenance activities.
- Assist in performing routine maintenance on mechanical and electrical systems, including HVAC, plumbing, and electrical installations.
- Support the diagnosis and repair of equipment malfunctions and breakdowns.
- Learn to use diagnostic tools and equipment to identify and resolve issues.
- Help develop and follow preventive maintenance schedules to minimise downtime and extend the lifespan of equipment.
- Conduct regular inspections and report any potential issues to senior engineers.
- Provide assistance to engineering staff in troubleshooting technical problems and implementing solutions.

- Learn to interpret technical drawings, schematics, and manuals.
- Have a positive and responsible attitude to health and safety.
- Take responsibility for your own attendance, safe working, motivation, discipline, and welfare.
- Submit learning logs and diaries to the Apprenticeships Team as required.
- Attend regular meetings with line managers and the Apprenticeships Team to review progress.
- The above list of key responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and banding of the post.

Minimum essential requirements:

- You must be **18 years old or over** on 2nd September 2024.
- You must **not** have completed a degree or equivalent level qualification in the UK or elsewhere.
- You must have work authorisation for the UK.
- You must be able to commute to the Royal Opera House, Covent Garden AND Choice Training College, Dagenham.

What are we looking for in an Engineering Services & Maintenance Engineer Apprentice?

- Basic knowledge of tools and maintenance techniques is preferred but not required.
- Interest in Design Technology / basic understanding of mechanical and electrical systems is desirable.
- An ability and enjoyment of working with your hands using various materials.
- Strong attention to detail and a commitment to producing high-quality work.
- Willingness to learn and take direction from experienced maintenance personnel.
- Effective communication and teamwork skills.
- Safety-conscious mindset and adherence to safety protocols.
- A practical approach to problem solving.
- Good at practical, hands-on tasks.

- Punctual and good at managing your own schedule.
- Self-motivated to acquire new skills and knowledge.
- A helpful, positive, and proactive approach.
- Physically capable of undertaking the requirements of the job including good spatial awareness; ability to work in a physically demanding environment, including lifting heavy materials and standing for extended periods, climb ladders, and work at heights in a safe and responsible manner. Reasonable adjustments will be considered as part of your application.

Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

