

ESTATES PROPERTY MAINTENANCE APPRENTICE

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This apprenticeship gives you the chance to learn practical property maintenance skills while working in a busy hospital environment.
- You will learn how to help maintain and repair building services and equipment across the Trust.
- You will work alongside experienced Estates staff, receiving training, guidance and support as you develop your skills.
- You will carry out a variety of maintenance tasks, including work on electrical, mechanical, plumbing and building systems.
- You will help provide a safe, clean and well-maintained environment for patients, staff and visitors.
- You will complete a recognised Property Maintenance Apprenticeship qualification through a combination of workplace learning, training sessions and assessments.

Job Description

Job title:	Estates Property Maintenance Apprentice
Grade:	Apprenticeship
Site:	The Royal Shrewsbury Hospital/The Princess Royal Hospital
Accountable to:	Estates Site Manager
DBS required:	Yes, Standard DBS

Job Purpose

To develop the skills through the Apprenticeship qualification to assist in supporting the Property maintenance infrastructure of the Trust, by performing a range of complex and/or non-routine tasks and perform a wide range of work of other trades that may either be defined verbally by staff supervising you, or by following written instructions, usually in the form of Standard Operating Procedures. You will be assigned to the Estates Department (Property Trades), working under direct or indirect supervision at all times. You will be liaising with other members of staff within the Trust, and develop the skills to communicate with other users of the service both within and outside the confines of the Trust. The role will support achievement of a Property Maintenance Apprenticeship. This will be supported through on the job training, guidance and supervision, attendance at relevant training sessions provided by the Trust and the Training Provider and assessment in the workplace.

Main Duties and Responsibilities

During the Apprenticeship the trainee will develop the skills of an Estates multi-skilled assistant and will be given guidance and support to perform a range of tasks. In particular you will:

- Follow tasks that are defined in writing, but may be communicated to you verbally by a member of staff supervising you.
- To perform a wide range of multi-skilled tasks which may be complex and/or non-routine and work on equipment as follows.
- Maintenance of:
 - Hot and cold water systems
 - Heating and ventilation systems;
 - High industrial electrical installations
 - Fire alarms;
 - Domestic appliance and controls;
 - Nurse call systems;
 - Domestic mechanical equipment;
 - Building management systems;
 - Air-conditioning systems
 - Painting and Decorating
 - Carpentry works
- To provide assistance to other trades staff as and when required
- You will be required to undertake work in a clinical area and although there will be no requirement to have direct contact with patients, you may be exposed to distressing situations.
- You will be an integral member of the Estates Team, supporting both Team and Directorate objectives.
- Undertake any work required for the achievement of the qualification within the required timescale. Actively participate in the process of action planning, produce work and evidence in line with the agreed plan. Prepare for, attend and make best use of meetings with the nominated assessor. Participate in relevant training programmes as requested by the Training Provider and the Trust.

Systems and equipment

- You may be required to use equipment in the course of your duties. You will be trained in its use, and be expected to understand and use it safely and competently (e.g. electronic computer system and communications systems).
- Must conform to Estates and Hospital Policies, including national/local legislation, H.T.M. Documents.

Decisions, judgements and freedom to act:

- You work within a level of supervision that has clear accountability. You are expected to refer any problems you encounter in your job to the person supervising you. You follow defined, written operating protocols, which may also be given to you verbally. You should recognise the clinical value of your work and the need for producing work of an accurate, high standard in a timely manner.

Communication and relationships:

- You must observe confidentiality and disclosure of information at all times, in accordance with Trust policy.
- Whilst you liaise mainly with staff within the department, you may be required as part of your job, to respond to enquiries from other members of the Trust, and other organisations (e.g. GP practices, patients, company representatives). You are required to exhibit a cordial and professional telephone manner when doing this.
- You are encouraged to feedback constructive criticism in the course of carrying out your duties, especially following the development and introduction of new ways of working.

Physical, Mental and Emotional demands of the post:

- There is a frequent requirement for moderate physical effort.
- Prolonged concentration is a frequent requirement.
- Unpredictable and rapidly changing work patterns are common.
- Exposure to distressing or emotional circumstances as part of your duties is rare.

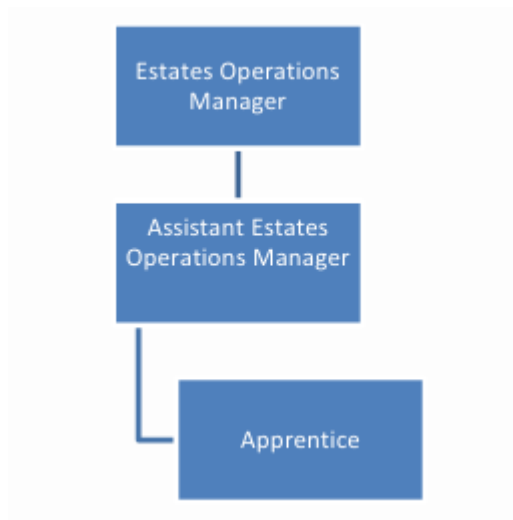
Working Conditions:

- Frequent working in confined spaces, air conditioning plant for access to motors and controls, services in ceiling voids and below floors, drains including manholes, also at heights and scaffolding after appropriate training.
- Excessive heat, dust, noxious fumes, noise, Boiler House work, Plant Rooms, Autoclaves and Underground Service Ducts.
- Handling of hazardous pool dosing chemicals, i.e. calcium hypochlorite and sodium bisulphate and steam boiler water chemicals.
- Frequent exposure to body fluids (blood, bedpan macerators and foul sewage).
- Occasional exposure to unpleasant conditions working outside in inclement weather.

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and level of responsibilities within the post.

Due to the nature of the following statements as an Apprentice on placement within the Trust there is a requirement to adhere to the following as if an employee of the Trust:

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Good general education up to GCSE including Maths, English and Science (Grades A*-C /4-9) or equivalent. • Must not have qualification at the same or a higher level in the same vocational subject area • Must meet the minimum requirements as set by the training provider to access the apprenticeship programme	• GCSE IT qualification (Grades A*-C /4-9) (or equivalent)
Knowledge, Behaviours and Experience	• An appreciation of the need to maintain confidentiality and data protection in relation to patients, colleagues and trust information. • Recognition of factors to maintain own and others health, safety and security. • No formal experience in a work environment in an employed capacity is required	• Interest in Property Maintenance - could be through hobbies/interests

Skills	• Ability to pay close attention to detail. • Effective communication skills. • Good interpersonal skills. • Good organisational skills. • Ability to work within guidelines & instruction seeking advice when necessary. • Ability to remain focused and carry out repetitive steps Ability to work under pressure. Manual dexterity to handle tools and components.	• Ability to complete tasks effectively. • Ability to exercise initiative • Ability to work without close supervision for short periods • Ability to use a computer, sometimes for long periods of time (2-3 hours).
Other	• Professional attitude and approach to work • Punctual & reliable • Flexible and adaptable • Willingness to learn and gain qualification within specified period. • Able to demonstrate attitudes and behaviours that align to Trust Values. • Flexibility to travel between hospital sites as the job progresses.	

	• Ability to attend college at least 1 day per week.	
--	--	--

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and

dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

