

Apprentice title	Environmental Services Apprentice
College/Budget Centre	HAS
School/Department	Residential and Environmental Services
Duration of the apprenticeship	12 Months and 1 day
Contact details for any enquires	C.Wright.2@bham.ac.uk
Closing Date	10 th July 2017
Start Date	4 th September 2017
Hours per week	Monday – Friday – 36 hours Earliest start would be 7.30 am Latest finish would be 6pm
Base	University of Birmingham, Edgbaston.

Background Information

Residential and Environmental Services is part of the Hospitality and Accommodation Services (HAS) department at the University of Birmingham.

This department provides a range of services to the University community including student accommodation, a range of soft facilities services and Cleaning Services.

We provide accommodation for over 5000 students. The majority of student accommodation has been developed or refurbished over the last 10 years at an investment in excess of £200m.

Apprenticeship Summary

This is a unique apprenticeship opportunity, focusing on delivering excellent customer service and supporting our Environmental Services Team to manage and promote a green and clean campus environment. The role is varied and combines both practical work to support waste disposal and recycling collections as well as working on specific projects to promote sustainability and support student events.

Career Pathway

This apprenticeship could lead to employment in a variety of areas including:

- Customer service administration
- Business administration
- Environmental services
- Contracts management
- Health and Safety
- Cleaning services
- Accommodation services

What you will get out of this apprenticeship

- 12 months varied experience in a customer service setting
- A broad understanding of waste, recycling and other sustainability related operations/activities at a leading University
- A formal qualification from The British Institute of Cleaning Science (BICS Level 1)
- A formal qualification on Portable Appliance Testing (Acutest accredited, Severn College)

Main duties

As an Environmental Services Apprentice; reporting directly to the Deputy Manager (Contracts and Engagement); you will have a varied role learning to support the various services we provide across the department on a daily basis.

You will receive “on the job” training and gain experience performing the various work routines and processes as and when required.

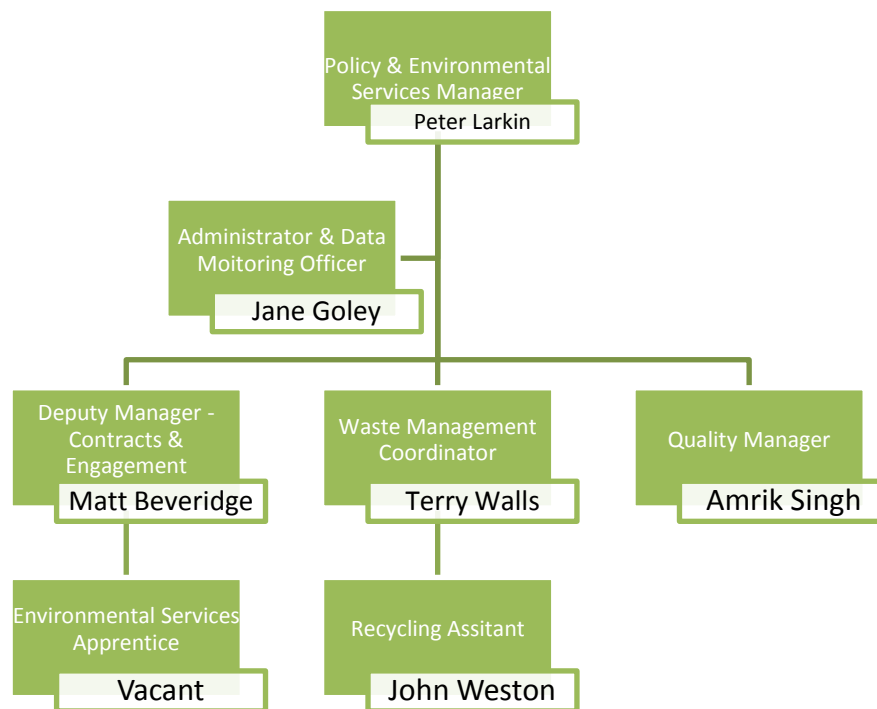
You will be trained to use important equipment, such as Portable Appliance Testing (PAT) equipment and will be supported to develop both practical environment management and customer services skills.

During the apprenticeship you will learn to complete the following activities:

- Under the supervision and direction of the Deputy Contracts Manager, help plan and organise various student engagement activities and events raising awareness of sustainability matters.
- Support the Deputy Contracts Manager with the use of social media platforms (Youtube, Instagram, Twitter and Facebook) to communicate information to students on sustainability related topics.
- Support the team as and when directed on the daily routine collection of cardboard, paper and mixed recyclables from all designated areas around campus plus the collection of other recyclable items such as toner cartridges, mobile phones, batteries, and other electrical items.
- Carry out routine checks on all bin areas, making sure all bins are in good condition. Clear out litter and other items from bin stores and bin areas in various locations across both campuses ensuring these locations are kept clean tidy and safe.
- Report any potential health and safety issues, bulky or similar items to the Deputy Manager who will arrange their correct removal.
- Following training on PAT testing equipment, carry out efficient testing of equipment in Cleaning Services, Student Accommodation and other locations and update and maintain PAT Testing records accordingly.
- Support Student Accommodation reception teams with various tasks throughout the year. This includes answering telephones, dealing with face to face enquiries, and logging maintenance issues as and when required. Ensuring excellent customer service is delivered at all times.
- After attending an intensive induction course on cleaning skills and practices at the Cleaning Academy you will receive British Institute of Cleaning Science (BICS) Level 1 providing you with the skills to deliver a cleaning service as and when directed.
- Develop and maintain a good working relationship with colleagues in Environmental Services, Student Accommodation and Cleaning Services, giving support where necessary.
- Demonstrate good timekeeping, punctuality, reliability and maintain a professional appearance.
- Complete tasks and jobs when allocated in a timely and responsive manner.
- Comply with University Health and Safety and other relevant policies and procedures as trained.
- Ensure that all fire safety procedures are correctly followed and communicated in the event of fire alarm activation.

- You will be required to attend team briefings and regular job chats to ensure that your performance is discussed, raise any concerns and your continued development is maintained.
- You may be required to work occasional weekends or evenings to provide services for special events such as Open Days, Viewing Days and other one-off events.
- Corporate clothing, personal protective equipment (PPE) and ID will be supplied and required to be worn at all times

Environmental Services chart



This apprenticeship would suit an apprentice that is:

- Willing to learn and develop a wide range of customer service skills.
- Someone who is interested in environmental issues and sustainability
- Enthusiastic, willing and keen to support the team on a wide range of tasks.
- Courteous with the ability to develop good communication skills demonstrating a positive and customer focussed attitude.
- Able to maintain a professional image of the University at all times.
- Happy to prioritise work within a set of given routines and guidelines.

Required Knowledge, Skills, Qualifications, Experience

- Learn from simple instructions and experience of work routines and practices.
- Will be required to learn to use simple equipment for which instruction and training will be provided as and when required.
- A basic understanding of Microsoft Office suite including Word, Excel and Outlook, use of emails, the Internet and of social media platforms.
- A good appreciation of excellent customer service
- Appreciates the importance of Health and Safety
- For the Advanced Apprenticeship (Level 3). GCSE Mathematics and English Language at Grade GCSE A-C.

About Us

Environmental Services are responsible for the management of a number of facilities contracts including waste and recycling, hazardous and clinical waste, window cleaning and pest control to name a few. In addition, Environmental Services provide a cleaning quality audit service for Cleaning Services using specialist software to monitor cleaning standards across campus working closely with the team to support and improve standards.

Over the last seven years Environmental Services has worked hard to minimise the University's impact on the environment with considerable success. The team has made great strides in reducing the amount of waste we send to landfill and since 2010 all general waste has been sent for incineration to a local energy from waste facility. We have also increased recycling rates through the introduction of paper and cardboard recycling and more recently the implementation of a Mixed Recycling Scheme on campus and across accommodation. As a result, we now collect over 16 tonnes of recycling per month.

Environmental Services are also responsible for engaging students living in University accommodation to raise awareness of climate change, sustainable living and sensible use of energy and water consumption.

In recent years, we have raised more than £125,000 for the British Heart Foundation through our annual recycling initiative 'Junkbusters' and have developed a sustainability mascot called 'GREG' aimed at supporting student volunteers with events that raise awareness and behavioural change programmes on sustainability matters.

In September 2016 we launched the Green Community, which is a unique and exciting living option for students with a passion for sustainability. More information can be found online at <http://www.birmingham.ac.uk/study/accommodation/Essential-Information/Sustainability/Green-Community.aspx> or connect with us online @uobgreencommunity

All of these initiatives are innovative and fit in well with the University's drive towards sustainability and its commitment to reducing Carbon.