



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Facilities Officer (formally Contract Monitoring Officer)		
GRADE:	G9	SERVICE AREA:	Integrated FM
JOB CODE:	RT325FACIG9		
REPORTS TO:	Commercial Manager	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Attendance out of hour’s meetings regarding non-compliance of service, works or contract breaches • This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. 		

1. Main purpose of the job role:

- To provide technical support with a defined service area: mechanical engineer, electrical engineer or building surveyor for all reactive, maintenance, minor and major works contracts.
- To carry out random technical/quality audits as agreed within designated service area on in progress and completed works to measure quality, performance and value for money.
- To identify, develop, costings and manage minor building improvements.
- To assist the Corporate Landlord in the site based monitoring, implementation and improvement of health and safety in all the Corporate Buildings across the whole estate.
- To identify and implement cost efficiencies across the service area

2. Role specific duties and accountabilities:

To provide technical support as required within the designated area of expertise as building surveyor/engineer or electrical on reactive repairs, maintenance minor and major works and to:

- Agree with the supply chain partners a random selection of work orders to be technically audited to measure the quality, application, suitability and value for money of the completed works
- Ensure that all completed works are carried out in accordance with the schedule of rates or estimates as agreed.
- Develop trend analysis of contract expenditure within designated service area to profile supply chain partners workload and assist with the identification of any supply chain partners operations issues on site before they escalate, keeping the Commercial manger advised of any issues.

- Identify any billing errors +/- within the agreed tolerances of the audited works order and negotiate with the supply chain partners commercial team to adjust payment within the next batch of payments accordingly
- Work with the other Facilities Officers to interrogate monthly contract performance reports from supply chain partners and provide edited report to Commercial Manager to measure supply chain partner's performance against agreed service level targets and performance indicators.
- Work with the Programme and Commissioning team to carry out performance management of all project and programmed work to advise on accuracy of budgets to tender/cost price are within +/- 5% or as agreed, and that all projects and programmes are managed within 5% of agreed time scales or as otherwise agreed.
- Ensure that all appropriate technical and professional support is available either internally or externally.
- Undertake regular site inspections during and on completion of the repairs or projects works, monitoring quality and health and safety compliance, acting on any deficiencies identified.
- Carry out regular meetings with supply partners to monitor and review contractor performance, KPI's and resolve non-compliance of the agreed service delivery.
- To support the Commercial manager in the development of contracts, reports and similar documentation
- To liaise with building managers, identifying required building works, obtaining quotations, manage works to completion.
- To play an active role in the site based health and safety management of the Civic Centre buildings and all other Corporate Buildings across the whole estate, including monitoring contractors/council staff compliance with health and safety regulations and all aspects of fire safety procedures.
- To actively participate in the ongoing development and marketing of the IFM services
- To be an active member of the Facilities management team and to support service delivery
- To identify and recommend to the Commercial Manager energy efficiency savings
- To identify and recommend financial savings across the service area through service improvements or efficiencies.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE - Facilities Officer	GRADE: G9	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A	3
Abilities/Skills: (refer to JE guidance document)		
Demonstrable experience of managing lifecycle maintenance and capital projects across a mixed multi user portfolio.	A/I/T	3
Experience of working with and managing supply chain partner/s to ensure that client briefs have been accurately represented and best value has been delivered.	A/I	3
Confident to raise challenge to the supply chain partner/s where works do not represent client brief/s or best value and negotiate resolution.	A/I	3
Demonstrable experience of managing capital and revenue building services budgets and operations.	A/I/T	2
Experience of carrying out technical audits to demonstrate quality, service need and best value and reporting findings to line management, Commercial managers and Manager Integrated FM.	A/I	2
Good communication and reporting skills with ability to translate technical data into a meaningful easily readable report or graphs.	A/I	3
Understanding of the financial challenges within a modern council environment, balancing the needs of high levels of customer service within tight financial constraints.	A/I	2
Experience of raising challenge to internal and external multi discipline teams.	A/I	3

Experience of developing key performance indicators for revenue and capital based works and managing technical audits to challenge these	A/I	2
Good contract management and customer/contractor liaison skills, able to address contract issues as they arise, seek appropriate remedial action	A/I/T	2
Thorough understanding of all building services and construction related issues and how customers use their built environment.	I	3
Experience of understanding a mixed range of clients and stakeholders, understating their operational needs and ability to recognise how the completed works enhance their operational experience.	A/I	3
A sound working knowledge of E Procurement and must be working towards passport to procurement	A/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience in contract management within a designated technical discipline: Electrical Engineer, Mechanical Engineer or Building Surveyor	A	3
Knowledge in Facilities management	A	3
Knowledge of Health and Safety requirements	A	3
Evidence of continuous professional development (where applicable)	A	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Membership of a recognised building services industry related body, RICS, MIWFM, MCIQB, CIBSE or similar	A	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
Prepared by:	Ian Lister	Date: 19 th Oct 2020