

Job Profile: FM office coordinator and Contract Monitoring Officer (x2)

Grade: 8

JE ID: ID 287

Date created: September 2019

Updated: July 2022

About the Job

- Co-ordinate works, monitoring and managing contracts (frameworks) to deliver works on time and within budgets, for Shire Hall complex and across the wider county council estate.
- Coordinate Helpdesk calls across the estate, triaging and managing instruction of calls to utilise internal resources and external contactors effectively, providing best value for the county council.
- Provide a customer-focussed service across the estate, managing customer relationships effectively.
- Support the FM function to maintain, upkeep and deliver premises related compliance across all GCC Corporate Property.
- Line management responsibility for the FM Support Team (FM Support Officers, Energy Engineer and BMS Officer and FM Support Assistant and car park attendant).

What we want you to do:

- Monitor contract performance ensuring all requirements of the Minor Works Frameworks, KPI's and specifications are met through regular checks and liaison with contractors and GCC property representatives (including schools). Review records on the county council's property database to verify performance KPIs and identify errors/corrections as appropriate.
- Raise financial orders and review/approve expenditure (using the county council's property database) in accordance with parameters agreed with FM Manager (Corporate Properties and Locality hubs).
- Assist in the preparation of tender documents for service contracts.
- Provide day to day support for the Helpdesk, providing technical advice and reactive maintenance solutions.
- Line manage the FM Support Team, providing effective performance management, including regular 1:1s, team meetings and effective training and development plans.
- Organise and carry out the opening, locking and securing of the Shire Hall complex, including dealing with awkward customers if necessary
- Operate and manage the county council's access control system and any other security systems installed.

- Establish and maintain dialogue with Heads of establishments and/or their nominated representatives through contact and discussions.
- Establish and maintain effective working relationships with contractors through regular meetings and discussions.
- Investigate complaints received regarding to the provision of any service contract and agree any deduction from the contract for non-compliance.
- Advise and train “client” nominees in the effective monitoring of contracts (online inspections and compliance).
- Assist Facilities Managers in assessing the needs of establishments not covered by a service contract.
- Pcard holder – effective management and monitoring of Pcard processes.
- Oversee goods inwards and outwards, including effective management of visitors.
- Coordinate arrangements for on-site meetings and functions, and provide FM Support presence if required
- Ensure that high priority is given to the management of health and safety, and that related legal responsibilities are carried out.
- Assist with the training of staff employed by the Authority and contractors on GCC databases and property related issues.
- Liaise with the relevant department, Heads of establishments, concerning the carrying out of building works at establishments and the subsequent arrangements for property related services.
- Provide contract advice, procurement and monitoring service for premises related services.

Special Conditions

- Driving licence and access to a car
- Support Corporate site visits as requested by line manager
- Post holder will be required to provide out of hours cover, as and when required
- Shire Hall keyholder
- Appointed person for First Aid
- Fire Warden duties

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Relevant contract management experience
- Understanding of facilities management and (hard and soft services)
- Previous experience of security of buildings, including key holding and stock control
- Experience of managing a team
- Experience of working within a team, undertaking a variety of facilities management related duties

Knowledge, Skills and Understanding

- Excellent written and verbal communication skills
- Knowledge of property related services
- IT literate
- Excellent interpersonal skills for dealing with members of the public and staff
- Excellent verbal and written communication skills
- Comprehensive knowledge of health and safety issues
- Knowledge and understanding of effective customer relationship management

Behavioural attributes

- Demonstrates Gloucestershire Employee Behaviours.
- Able to work effectively with people at all levels within, and external to, the council and able to build effective relationships.
- The post holder must at all times carry out their responsibilities with due regard to the Council's Equality, Diversity and Inclusion Policy.
- Committed to continuous improvement.
- Customer focussed and able to manage customer relationships effectively
- Able to communicate appropriately with customers and members of the public.
- Willingness to learn
- Flexible, creative and self-motivated.
- Organised and able to meet deadlines.
- Politically aware.
- Ability to work on own initiative.
- Ability to work effectively as part of a team.
- Flexible with a 'can do' attitude.

Education & Qualifications

Essential

- Facilities Management, Buildings or Contract Management experience and/or qualification