

Job Description

Job Title:	Technical FM Support	Job Number:	
Services:	Repairs and Maintenance	Post Number:	
Location:	Friargate	Grade:	5

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

As Technical FM Support you will support the repairs and maintenance service to ensure the delivery of a high quality, customer focussed and responsive service. This role will include the full technical management of the service including an effective deployment of a multi skilled workforce, prioritising and directing resources to ensure all work is completed within targets using a CAFM system, ordering parts, invoicing and monitoring costs against order value. Under the direction of the Facilities Support Manager the post holder will assist with the supervision, co-ordination and delivery of a high-quality buildings maintenance and repair service.

Main Duties and Responsibilities:

1. The appointment of work using the CAFM System and the effective management of the workloads of all service engineers assigned to the service.
2. The responsibility for monitoring any KPI/SLA and appointments not met, and the reallocation and rescheduling of work for reasons of unplanned absence and peak workloads as necessary.
3. To ensure communications are maintained in a timely and accurate manner in order to keep customers fully informed of progress.
4. To ensure customers are kept fully informed of any delays and the reasons for such delays whilst continuing to deliver within agreed target dates securing variations where required.
5. To manage and audit transactions to ensure internal and external clients charges are completed and in a timely manner to support financial forecasting and maximisation of income for the service area.
6. Analysing and reporting on customer satisfaction surveys.
7. To promote, support and deliver effective communications between the all members of the technical support team.

8. Liaise with Facilities Managers on a day to day basis on procedures for closing jobs, charging/invoicing on the computer systems and customer enquiries/complaints.
9. To manage, review and provide detailed information to resolve customers financial queries and complaints.
10. To participate in the provision of timely and accurate management information relating to the service delivery. Challenge and review where applicable costs to both internal and external customers.
11. To assist in the day-to-day direction, motivation, training and development of any new team members to meet service objectives and maximise performance.
12. To ensure all legislative requirements associated with the service area are complied with.
13. Deputise, for colleagues as required in respect of day-to-day operational issues.
14. Through the use of available technology review and analyse data to identify trends and implement best practice and lessons learnt where required.
15. Develop and maintain strong and robust relationships with client, customer and Supply Chain management to provide support and ensure excellent delivery contract.
16. Be aware of cost and value for money when completing works and report any potential loss or savings to management. Manage cost and value for money utilising technical knowledge and experiential experience.
17. Maintaining appropriate training records, ordering office equipment.
18. Ensure continuity of work levels during operative absence.
19. Management of ordering stock and consumables for reactive and planned maintenance duties.
20. Progress delivery of materials and sub-contractor services to include receipt of external invoices
21. Support Site Teams to ensure uniformity and consistence of services across the region.
22. In the event of a failure of the Helpdesk CAFM system, provide support to the client to maintain business continuity and control resolution to completion.
23. Develop and maintain the repairs and maintenance specific Intranet landing page.
24. Administration of the CAFM system including adding new contracts as and when awarded.
25. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

26. To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.

27. To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.

28. Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

29. To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular, is required:-

30. To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.

31. To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Person Specification

Area	Description
Knowledge:	<p>Detailed knowledge of the principles and practice of Facilities Management in the built environment.</p> <p>Legislation and relevant codes of practice within the designated service area, eg. CDMs, gas regulations, electricity, asbestos, etc.</p> <p>Detailed knowledge and understanding of health and safety provisions relative to building management.</p>
Skills and Abilities:	<p>Excellent planning and organisational skills and the ability to work to deadlines.</p> <p>Excellent interpersonal, negotiation, problem solving and analytical skills, confident and able to deal with people at all levels.</p> <p>Able to manage and co-ordinate Multi Skilled workforce including contractors and suppliers and maintain good working relationships.</p> <p>A good understanding of administration requirements in a busy, fast paced environment</p> <p>Working within strict ISO policies and procedures</p> <p>Strong customer service and communication skills</p> <p>Ability to manage a varied and complex workload</p> <p>Prioritising tasks to meet tight deadlines</p> <p>Experience of a call centre environment</p> <p>Ability to Multi Task</p> <p>Ability to establish trends, opportunities and challenges</p> <p>Commercial awareness.</p> <p>Proficient IT skills and use of CAFM system</p>
Experience:	<p>Stock control and procurement experience</p> <p>Experience within the facilities management sector</p> <p>Coordinating a multi skilled workforce</p> <p>Providing support and advice to managers across the department</p> <p>Planning, directing, and controlling activities.</p> <p>Working to strict SLA/KPI deadline</p>
Educational:	<p>Evidence of continuing professional development</p>
Special Requirements:	<p>CAFM system experience</p>

Date Reviewed:	05/04/2022	Updated:	April 2022
Responsible for:	N/A	Responsible to:	Facilities Support Manager