

Job Description and Person Specification

Technical FM Support

Job Details	
Grade	5
Service	Repairs & Maintenance
Location	Whitley Depot, 259 London Rd, Coventry, CV3 4AR
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

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 building's maintenance and repair service.

Main Duties & Key Accountabilities
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.

Key Relationships			
External:		Internal:	

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
n/a

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

Experience	Planning, directing and controlling activities.
Experience	Working to strict SLA/KPI deadline
Qualification	Evidence of continuing professional development
Special Requirements	CAFM system experience

Declaration			
Reviewed/Created By:	Joe Cook		
Job Title:	Operations Manager	Date:	17/04/25