

Job Description

FM Systems Support Officer

Service:	Facilities Management	Team:	Hard FM
Location:	County Hall		
Salary range:	£32,061 - £36,363	Grade:	7
Reports to:	Facilities Manager – Operations & Technical Support	Responsible for Staff:	Yes

Job Purpose

To optimise utilisation of operational compliance functionality of the Council's chosen web-based property asset management system (PAMS) by the Facilities Management operations and maintenance teams, ensuring that the system supports operational efficiency, data quality, continuous compliance, and audit readiness.

To oversee the provision of a reactive maintenance helpdesk for our County Hall site and a portfolio of other properties for which the FM service provides a reactive maintenance function.

To ensure that asset, maintenance and compliance activity data is accurately and consistently recorded for the purpose of achieving continuous and auditable compliance in relation to statutory, contractual and corporate obligations that are associated with the premises and maintenance management functions of the Facilities Management Service.

To lead a small team of Facilities Coordinators are employed to assist with the delivery of a fully digital approach to the activities of the FM operations and maintenance teams.

To establish and maintain robust processes and procedures to achieve consistent, high quality digitised operations via PAMS including responsibility for:

- inputting reactive help call requests,
- creating contractor instructions,
- creating appropriate data structures for assets and inspection activities,
- creating maintenance inspection regimes based on established standards, requirements and guidance
- data and document loading,
- data quality analysis and auditing,
- Producing KPI and Management by Exception Reports,
- Establishing corrective action plans and following up corrective action through to close out

Accountabilities/Responsibilities

- Leading on technical system setup to accommodate a fully digitised approach to operations, compliance and maintenance activity planning, monitoring and record keeping.
- Providing specialist technical system advice to Senior Facilities Managers, Facilities Operations Managers, and Maintenance Managers.
- Leading on the identification of required technical system developments and improvements to deliver the digital systems related objectives of the Facilities Management Service.

- Creating technical process documentation and guidance as required to achieve a consistent operational approach to systems process implementation across the FM service.
- Working collaboratively with FM Service management teams to achieve continuous compliance objectives.
- Setting up asset data and inspection structures within the property system.
- Uploading and maintaining asset data over time.
- Generating inspections and inspection task events based on asset data, operation and maintenance data, standard maintenance specifications and premises management compliance requirements
- Generating linked help calls and instructions as appropriate to address issues or faults identified during inspections or inspection tasks.
- Uploading inspection related documentation.
- Assist in formulating monthly inspection tasks and resource forecasts for Operations and Maintenance functions.
- Assisting internal operations and maintenance staff with the correct close out of inspection events and upload of electronic certification and records.
- Assisting external contractors with the correct close out of inspection events and upload of electronic certification and records.
- Leading on the development and delivery of KPI and Management by Exception Reporting to drive continuous improvement and continuous compliance.
- Producing and presenting KPI and MBE Reports to senior management.
- Assisting with the effective close out of corrective actions and significant issues relative to auditable digital records.
- Providing monthly reports on premises compliance across the portfolio.
- Managing, leading and developing a small team to proactively ensure accurate and consistent system inputs and outputs.
- To carry out such other duties as required or delegated, including undertaking tasks performed by lower grades and deputising for management as necessary.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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All the following requirements are essential **unless** otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<p>Qualifications</p> <ul style="list-style-type: none"> • Relevant technical qualification or demonstrable significant experience in the operational management of CAFM or other Property Management software. • Full UK Driving Licence • High standard of literacy and numeracy, with general education in maths and English at minimum GCSE or equivalent
<p>Experience</p> <ul style="list-style-type: none"> • Substantial hands-on experience with the Civic Property Management system or other Computer Aided Management Systems within a facilities, assets, or estates management related field. • Robust planning of systems support activity, ensuring system requirements are delivered • Experience of producing and implementing quality processes and procedures.
<p>Essential knowledge, skills & abilities</p> <ul style="list-style-type: none"> • Effective communication and reporting skills, both written and verbal, with the ability to influence and negotiate with stakeholders. • The confidence to challenge poor data, drive adoption and influence senior operational stakeholders. • Accuracy and diligence in the inputting and manipulation of data to create detailed management information and reports. • Strong technical knowledge of asset data management, compliance reporting, and KPI reporting • Management, supervisory or team leader experience with excellent interpersonal skills for dealing with staff and customers at all levels. • High degree of IT competency including advanced proficiency in the use of Microsoft applications (Excel / Word / PowerPoint / Power Automate / Power BI / SharePoint)

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive