

# Kent County Council

## Job Description: Technical Service Officer

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**Directorate:** Strategic and Corporate Services

**Division:** Infrastructure (Property)

**Grade:** KR9

**Responsible to:** Area Technical Services Manager

### **Job outline:**

The post holder will provide technical and administrative support predominantly to the Area Technical Services Manager and wider Hard Services Facilities Management team. The post holder will be required to support with monitoring service levels of the main Hard FM contractor and other Third-Party contractors ensuring planned and reactive maintenance activities are completed on time and to the required standards. The post holder will also be required to provide regular updates to internal and external stakeholders on any outstanding tasks.

### **Job accountabilities:**

1. To monitor and review quotes and queries sent to Kent County Council (KCC) Hard FM team on a daily basis. Ensuring all new quotes have sufficient detail and solutions for reactive repair or remedials works that are required; while demonstrating good value for money. To ensure quotes are approved in a timely manner and works are instructed to the relevant contractor.
2. To support with maintaining the Variable Tracker, ensuring comments are kept updated. To monitor the Variable Tracker 'traffic light system' and coordinate with the team to ensure all outstanding queries are dealt with in a timely manner. To follow up on the status of any queries that have been made on quoted works.
3. To ensure the Semi Comprehensive Maintenance Threshold (CMT) is applied to quotes where applicable before they are approved.
4. To support with raising Purchase Orders where required and ensure the tracker is updated with the relevant Requisition/Purchase Order numbers (including dates).

5. To act as the point of contact and liaison for works delivered by third-party contractors, coordinating any access arrangements and interface with other service providers.
6. To liaise with contractors with regards to site attendance, reviewing risk assessments, method statements and permit to work systems ensuring they are suitable and robust for the planned works.
7. To maintain detailed and up to date records including instructions to work, job completion certificates, commissioning certification and handover documents for audit and compliance purposes.
8. To undertake the necessary duties in supporting project related works, this involves but not limited to, logging the necessary project on a trackers, sending out Expressions of interest (EOI) to contractors, tender documentation, and any other related document amendments. Raising variation orders (following approval from the budget holder) and supporting the TSM with general day to day administration/management of projects.
9. To assist with the liaison with of the contractors obtaining relevant technical/non-technical information and certification i.e. complete O&M information to ensure hand over process is met prior to contractor billing. Information to be monitored on a regular basis via a tracker.
10. To ensure assets are handed over/back to the main Hard FM Contractor to enable continued Planned Preventative Maintenance of such assets.
11. To ensure any changes or upgrades to assets delivered by third party contractors are logged and communicated to the Hard FM Contract Officer to enable a Change Notice to be raised and issued to the Hard FM Contractor where required.
12. To carry out routine Dip tests on an agreed percentage of completed planned and reactive tasks to ensure they have been concluded satisfactorily.
13. To support with investigating complaints and escalations Following up with the Hard FM contractor or relevant third-party contractor to ensure matters are resolved satisfactorily.
14. To review the trackers from Stakeholder meetings, ensuring suitable updates are provided ahead of planned meetings. To attend Stakeholder meetings where required.
15. To act as a conduit for all Hard FM queries for the area covered liaising with relevant team members to ensure they are assessed and completed on Tech Forge.

16. Monitor the Hard FM Inbox for any contractual notifications and either action or escalate accordingly.
17. To attend occasional site audits, reporting on any findings and ensuring they are logged with the relevant Hard or Soft FM Contractor.
18. To Monitor 'trend and spend' providing regular updates to the Technical Services Manager and wider FM team.
19. To assist with the review of the monthly KPI report and supporting appendices.
20. To contribute to the collection and analysis of performance information, preparing basic reports and presentations for the Technical Services Manager and/or Contract Manager where required.
21. To assist in the development and continuous improvement of supporting systems and processes to maximise efficiency.
22. To provide administrative support to the Technical Services Manager's
23. Any other duties appropriate to the post.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: Technical Service Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Recognised national qualification in IOSH managing safety.</li> <li>• Administration or equivalent experience</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience in Facilities Management contracts</li> <li>• Experience of contract monitoring</li> <li>• Experience of working in a fast-paced customer focused environment</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Attention to detail and ability to remain “solutions focused”.</li> <li>• Excellent interpersonal skills and team approach</li> <li>• Excellent written and Communication skills.</li> <li>• Ability to use initiative and the ability to find and develop.</li> <li>• Creative solutions to problems.</li> <li>• Able to work in a fast-paced role, dealing with varied queries/tasks.</li> <li>• Able to manage own time and meet deadlines.</li> <li>• Excellent standard of computer literacy including Excel and Financial systems</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Budget management, administration, and monitoring processes</li> <li>• Knowledge of property operations and Project programmes useful but not essential.</li> <li>• Knowledge of education environment, Facilities industry,</li> <li>• supply chains and facilities management</li> </ul>
<b>DISIRABLES</b>	Knowledge/Understanding of: <ul style="list-style-type: none"> <li>• Water hygiene-Legionella</li> <li>• Asbestos Management</li> <li>• Fire Safety</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<b>Kent Values:</b> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept</li> </ul>

	<p>and offer challenge</p> <ul style="list-style-type: none"> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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