

## Kent County Council

### Job Description: *Area Facilities Officer*

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<b>Directorate:</b>	<b>Deputy Chief Executive Department</b>
<b>Unit/Section:</b>	<b>Infrastructure</b>
<b>Grade:</b>	<b>KR10</b>
<b>Responsible to:</b>	<b>Operational Office Estate Manager</b>

### **Purpose of the Job:**

The post holder is responsible for the day-to-day operations of KCC's Operational Office Estate, ensuring KCC offices are safe and delivered to a high standard for all building users. Managing audits to ensure there is continuous improvement in the office estate. Ensuring that the KCC Operational Office estate is compliant with property and Health and Safety legislation.

### **Main duties and responsibilities:**

- Oversee, plan, and deliver day to day operational management and develop longer term plans for a number of offices to ensure the accommodation and services are delivered to a high standard and in compliance with legislation and KCC policy.
- Be responsible for the liaison with building stakeholders and the management of contractors along with overseeing the management and performance of the building officers, reception, and post room operatives ensuring services delivered in line with KCC standards.
- Responsible for the resolution of complex and sensitive issues escalated by Building Officers and other office staff taking appropriate actions to resolve issues efficiently and in a professional manner to ensure a high level of service delivery is maintained.
- Responsible for managing the ongoing programme of building audits and performance across a range of services to ensure continuous improvement, building standards, compliance and H&S requirements are met and adhered too. Oversee outcomes from work undertaken are properly recorded and kept up to date, to support and influence the development of policy and operational standards.
- Identify, manage and review risks, developing relevant strategies and actions to mitigate risks ensuring successful and effective operational delivery and compliance, communicating these to the key staff groups.
- Work collaboratively with colleagues across Infrastructure to improve the overall customer experience, sharing information and understanding from building audits and reviews, making recommendations to ensure the development and implementation of building standards, performance, quality systems and policies which will promote continuous improvement and ensure a high level of customer service.
- Responsible for liaising with key stakeholders, using professional expertise and experience to ensure KCC buildings are compliant with the H&S standards. Provide key information, data, reports etc to resolve issues across the buildings that you are responsible for and support the Operational Office Estate Manager to help inform policy development.
- Responsible for the management of the building budget, maximising income opportunities for premises to ensure it remains within the financial threshold and identifying efficiencies to minimise the building running costs.
- Responsible for the liaison and resolution of any issues with partners, stakeholders that have space within KCC offices, liaising with members where required to ensure a high standard of customer service is delivered. Support multi agency partner negotiations

around high profile building related issues where required. Deputising for the Operational Office Estate Manager when required.

- Lead and manage a team of professionally qualified staff and those working towards qualification developing and motivating them through day-to-day support and supervision.
- Responsible for driving a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service ensuring delivery is high quality and puts the customer at the heart of every aspect of the work in fulfilling customer expectations.
- Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

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.

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### Person Specification: *Area Facilities Officer*

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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>Level 4/5 qualification in a building related field or equivalent and/or significant experience in a property related environment</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of a one team approach and taking an active role in encouraging the team members to establish positive relationships and work collaboratively across the wider service</li> <li>Experience of Facilities management</li> <li>Experience of managing staff in various roles at different locations</li> <li>High level of experience of partnership working within a public sector setting at different levels</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent people management skills</li> <li>Excellent written and verbal communication skills and be able to adapt the communication style to suit different audience</li> <li>Able to work on own initiative, taking responsibility for actions and decisions surrounding area of accountability</li> <li>Decision making skills being able to deliver positive yet sensitive outcomes</li> <li>Ability to work to tight deadlines and deliver best value results on behalf of KCC, challenging where appropriate</li> <li>Ability to interpret policies, procedures and legislation</li> <li>Ability to analyse and present data to inform management decision- making</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Knowledge of H&amp;S regulations and building compliance</li> <li>Experience or practical knowledge of procurement</li> <li>Knowledge of budget management</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <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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