

# Kent County Council

## Job Description: Area Technical Services Officer

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<b>Directorate:</b>	Deputy Chief Executive's Department
<b>Unit/Section:</b>	Infrastructure
<b>Grade:</b>	KR9
<b>Responsible to:</b>	Area Technical Services Lead

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

Responsible for providing technical support as part of the Area Technical Services and wider Hard Services Facilities Management Team. The role will be required to support with monitoring and delivery of Hard FM services and other Third-Party contractors, ensuring planned and reactive maintenance activities are completed on time and to the required standards. The role will manage the customer interface with internal and external stakeholders.

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

1. Responsible for reviewing, assessing technical works specifications and quotes ensuring accuracy and value of money in accordance with spending the Councils moneys, the post holder role will have the autonomy to authorise and manage quotes and works up to an agreed authorised limit.
2. Responsible for the management of responses to complex queries or escalations from Directorates, building users, and other agencies and teams, investigating and instructing appropriate actions to address issues where possible.
3. Responsible for monitoring the performance of the Hard FM contractors and Third-Party contractors by completing routine site and desktop audits to ensure agreed performance levels are being met and making recommendations on areas where improvements can be made.
4. Responsible for reviewing KPI relief from deduction requests in line with the Contract and providing a suitable response including the acceptance or refusal of the request.
5. Responsible for liaising with Third Party Contractors to agree scope of works for repairs while driving value for money, demanding quality and the implementation of safe systems of work to ensure works are completed in a timely manner, to agreed standards in line with KCCs policies and procedures.
6. Responsible for ensuring the applicable handover documents are received and reviewed on project completion to support the Change Control Notice process to ensure successful onboarding of new assets and applicable services are provided through contract arrangements.
7. Raise awareness of statutory compliance for technical services and the required actions associated with compliance, to ensure mitigation of risk across KCC and customers' estate this includes providing training for services to support the KCC policy.

- 8.** Manage the Document Control process for works completed by Third Party contractors ensuring KCC records are up to date, accessible and demonstrate compliance and support with invoice approvals and payments.
- 9.** Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.
- 10.** Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive and proactively embrace 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.

Kent County Council  
 Person Specification: *Area Technical Services 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Facilities management, mechanical, electrical or any relevant qualification
<b>EXPERIENCE</b>	Experience in a related field, such as facilities management, construction, or maintenance
<b>SKILLS AND ABILITIES</b>	An ability to quickly assess situations and provide effective solutions for facility related issues
<b>KNOWLEDGE</b>	Technical knowledge of building systems and maintenance processes
<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  <b>Curious</b> - constantly learning and evolving  <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all  <b>Working Together</b> - building and delivering for the best interests of Kent  <b>Empowering</b> - Our people take accountability for their decisions and actions  <b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>

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