

Kent County Council

Job Description: Technical Services Lead

Directorate:	Deputy Chief Executive Department
Unit/Section:	Infrastructure
Grade:	KR11
Responsible to:	Hard FM and Security Services Contracts Manager

Purpose of the Job:

Direct, manage and provide advice on behalf of Infrastructure on all aspects of building services, ensuring that all associated work is delivered to time, cost, quality, and statutory requirements. Ensure all Corporate Infrastructure standards and policies and all legislative requirements are met on all Infrastructure led projects and activities, including those delivered by the Hard FM Contractor and other suppliers. Provide building services technical support to all stages of a project lifecycle including scoping and specifications, procurement and tender review, review of work plans, technical reporting and management data, checking physical work and invoice substantiation and verification. Liaise with clients, consultants, contractors, and end users on technical issues and promote best practice in this area.

Main duties and responsibilities:

1. Responsible for Safety in relation to assets and work managed by the Infrastructure team and its suppliers ensure compliance with all regulations
2. Responsible for managing and providing advice on behalf of Infrastructure on all aspects of building services, ensuring that all associated work is delivered to time, cost, quality, and statutory requirements. Keep an oversight and programme level steer on all technical work carried out – including collating and reviewing supplier plans and processes for planned and reactive work to ensure that risk in this area is mitigated as far as reasonably practicable. To approve, track and report on FM and project spend.
3. Responsible for working closely with the Hard FM Contractor or other appointed KCC contractors to ensure all planned preventative maintenance (PPM) activities are completed on time and to the required Statutory or industry standard.
4. Responsible for ensuring all Infrastructure Standards and policies and all legislative requirements in relation to technical work are up to date and adhered to on all Infrastructure led projects and activities, including those delivered by the Hard FM Contractor and other suppliers.
5. Support the Hard FM and Security Services Contracts Manager, Hard FM Contract Officer, Project Managers and Compliance Manager by providing technical support to all stages of any project lifecycle including scoping and specifications, procurement and tender review, review of plans of work, technical reporting and management data, checking physical work and invoice substantiation and verification
6. Support with the collation and validation of management information regarding the performance of contractual activities and technical standards, and ensure interventions are achieved where

necessary and corrective action is taken where required. Support with investigations into disputes/complaints regarding the delivery of services under the contract and ensure satisfactory resolution is achieved, liaising with contractor staff, end users and colleagues and other stakeholders as appropriate.

7. Drive innovation and value for money from supplier relationships around technical work, demanding performance, and orchestrating change in order to improve delivery.
8. 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.
9. 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.
- 10 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: Technical Services Lead

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
QUALIFICATIONS	<ul style="list-style-type: none"> • Level 5 qualification • A specific Trade qualification in a building service-related field, such as Electrical or Gas Installation and maintenance, Air conditioning and Refrigeration or Plumbing • Relevant industry Health and Safety qualification such as IOSH or NEBOSH
EXPERIENCE	<ul style="list-style-type: none"> • Proven track record of Building Services and Maintenance Supply chain management. • Proven track record in managing supplier performance. • Proven track record in budget management. • Proven track record in managing technical services or building services. • Direct Subcontractors work management • Implementing and managing safe systems of work • Experience of leading 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. • Demonstrable experience of partnership working within a public sector or other relevant settings at different levels. • Managing a team
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences. • Commercial acumen and entrepreneurial/innovative approach. • Negotiating skills. • Strong technical skills relating to building maintenance. • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability. • Full UK Driving License – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.
KNOWLEDGE	<ul style="list-style-type: none"> • Key technical knowledge and management approaches within the FM industry. • Understanding of SFG20 standards for the achievement of statutory compliance. • Understanding of Regulations and Industry standards applicable to building maintenance. • Understanding of Regulations and Industry standards applicable to Health and Safety • General understanding of Procurement principles • Understanding of Safe Systems of work

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making