

## Kent County Council

### Job Description: *Area Technical Services Assistant*

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<b>Directorate:</b>	<b>Deputy Chief Executives Department</b>
<b>Unit/Section:</b>	<b>Infrastructure</b>
<b>Grade:</b>	<b>KSD</b>
<b>Responsible to:</b>	<b>Area Technical Services Lead</b>

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

To provide administrative support predominantly to the Area Technical Services Lead and Officers and wider Hard Services Facilities Management team. Support the team with monitoring service levels of the main Hard FM contractor ensuring planned and reactive maintenance activities are completed on time and to the required standards.

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

1. Support the monitoring of the Hard FM operational variable budget to ensure that we remain inside our allocated budget. Maintain a clear record of spend and assist with the prioritisation of quoted works, based on work type and location, highlighting any concerns of costings both on individual spend and accumulative costs.
2. Raise purchase orders for all approved Hard FM quotes, when instructed via the Hard FM team in a timely manner to ensure delivery of good customer service.
3. Administer supplier meetings with the Hard FM Contract Officer to take minutes and actions as required and feed back to the Hard FM Technical Team.
4. Support the team in ensuring that contract documentation is prepared for the Hard FM team to review monthly contract performance data / information by collating data and ensuring reports from third parties are stored and uploaded to correct filing regime.
5. Support the Hard FM team to ensure that the applicable handover documents are received on project completion to support the Change Control Notice process and ensure that these are appropriately stored on KCC systems.
6. Support the team to raise awareness of statutory compliance activities and responsibilities to ensure that the authority meets its statutory duties.
7. 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.

8. 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.

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## Person Specification: *Area Technical Services Assistant*

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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>	<ul style="list-style-type: none"><li>• Level 2/3 qualification in administration or equivalent experience</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience in Facilities Management contracts or similar</li><li>• Experience of budget monitoring</li><li>• Experience of working in a project and office environment</li><li>• Experience of a one team approach and working collaboratively within a wider team</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal and communication skills both oral and written</li><li>• Budget administration and monitoring processes</li><li>• Attention to detail and ability to remain “solution focused”.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of property operations</li><li>• Supply chains and facilities 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 <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</p>

	<b>Externally Focused</b> - Residents, families and communities at the heart of decision making.
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