

Kent County Council

Job Description: *Technical Service Manager*

Directorate: Strategic and Corporate Services

Division: Infrastructure (Property)

Grade: KR11

Responsible to: Area FM Manager

Purpose of the Job:

Direct, manage and provide advice on behalf of Property on all aspects of building services, ensuring that all associated work is delivered to time, cost, quality and statutory requirements. Ensure all Corporate Property standards and policies and all legislative requirements are met and are up to date on all Property led projects and activities, including those delivered by TFM and other suppliers. Provide building services technical support to all stages of 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. Liaise with clients, consultants, contractors and end users on technical issues and promote best practice in this area.

Main duties and responsibilities:

1. Be responsible for safety in relation to assets and work managed by the Property team and its suppliers.
2. Direct, manage and provide advice on behalf of Property 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. Work closely with the Compliance, Reporting and Risk team on aspects of statutory compliance to ensure a joined up approach to the management of statutory services.
4. Ensure all Corporate Property standards and policies and all legislative requirements in relation to technical work are met and are up to date on all Property led projects and activities, including those delivered by TFM and all other suppliers.
5. Support the TFM/PFI Contract Managers, Contract Officers, Project Managers and Portfolio Managers 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. Be responsible for the collation and validation of management information regarding the performance of contractual activity and technical standards, and ensure interventions are achieved where necessary and corrective action is taken where required. Orchestrate investigations into disputes/complaints regarding the delivery of

servicing works under the contract and ensure satisfactory resolution is achieved, liaising with clients, end users and consultants as appropriate.

7. Drive value from supplier relationships in the area of technical work, demanding performance and orchestrating change in order to improve delivery.
8. Raise awareness of statutory compliance for technical services and required actions associated with this, in order to help mitigate the risk of problems across the KCC and other customers' estate – in particular working with schools and all building managers. This may include the delivery of training.

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 Service Manager*

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	<p>Educated to degree level in a building service-related field or equivalent.</p> <p>Suitable building industry qualifications commensurate with the post, preferably Mechanical/HVAC related.</p>
EXPERIENCE	<p>Proven track record of Compliance management and Supply chain management.</p> <p>Proven track record in managing supplier performance.</p> <p>Proven track record in budget management.</p> <p>Proven track record in managing technical services or building services</p>
SKILLS AND ABILITIES	<p>Excellent interpersonal and communication skills (written and oral) and relationship building ability.</p> <p>Commercial acumen and entrepreneurial/innovative approach.</p> <p>Negotiating skills.</p> <p>Strong technical skills relating to building maintenance</p>
KNOWLEDGE	<p>Key technical knowledge and management approaches within the FM industry.</p> <p>Understanding of SFG20 standards for the achievement of statutory compliance.</p> <p>Understanding of Regulations and Industry standards applicable to building maintenance.</p> <p>General understanding of Procurement principles</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none">• 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 <p>Our values enable us to build a culture that is:</p>

	<p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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