

## Kent County Council

### Job Description: *Hard Services Contract Assistant*

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**Directorate:** Deputy Chief Executive Department

**Unit/Section:** Infrastructure

**Grade:** KR7

**Responsible to:** Hard Services Contract Officer

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

Responsible for providing support on all aspects of financial management relating to the Hard FM Contract and being the point of contact for all general Hard FM related queries. The post is responsible for ensuring that the authorities' financial protocols are applied across the Hard FM contract including supporting the Hard Services Contract Officer in monthly fixed and variable fixed fees and day to day operational support for purchase orders, insurance inspections and utilities management.

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

1. Responsible for monitoring the Hard FM operational variable budget to ensure that we remain inside our allocated budget. Alerting the Hard FM and Security Services Contracts Manager and the Technical Services Managers as we get closer to the monthly variable budget limit, to ensure that we do not go over budget. Assist with the prioritisation of quoted works, based on work type and location.
2. Responsible for raising purchase orders for all approved Hard FM quotes, tracking the progress of purchase orders to ensure that the service providers can carry out work in a timely manner and be paid within the terms of payment set out in their contracts. This is to ensure contract compliance and timely payment to ensure all contractors and supply chain are paid promptly.
3. Responsible for reviewing the variable applications for payment ensuring that the works are completed in line with the agreed quote prior to approval and liaise with colleagues for any queries regarding completion of the works to discuss and agree on a solution. Attending supplier meetings with the Hard Services Contract Officer to discuss the variable applications for payment and aged debts, taking any actions and following through to resolution to ensure Contractor's payments are made on time.
4. Responsible for organising the quarterly and year end finance reconciliation including all backdated Reactive Log and Variable Application finance to ensure budgets reflect an accurate position of spend to support with forecasts for the next financial year.
5. Responsible for monitoring the Contractors performance on response times to quotes requests through desktop audits to support the review and sign of the Contract Performance Mechanism providing reports on findings to managers.
6. Responsible for monitoring the internal KCC response times for the review and approval of quotes, providing performance reports weekly to the Hard FM and Security Services Contracts Manager and the wider team to ensure work is prioritised to meet agreed SLAs.

7. Responsible for monitoring the weekly reactive log, ensuring tasks not covered under the Semi Comprehensive Maintenance Threshold are approved promptly and spend does not exceed agreed thresholds.
8. To act as the point of contact for all Hard FM queries, including Classcare, Utilities and Insurances Inspections, actioning and providing advice or where appropriate assigning them to the relevant team member on Tech Forge ensuring that the queries are dealt with effectively and in a professional manner.
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 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: *Hard Services Contract 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 3 in Business Administration or equivalent experience</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working in a project and office environment</li><li>• Experience in Facilities Management contracts</li><li>• Experience of budget monitoring</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Attention to detail and ability to remain “solution focused”.</li><li>• Excellent Interpersonal skills and team approach</li><li>• Excellent communication skills</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Budget management administration and monitoring processes</li><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</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>