

Kent County Council  
Job Description: *Building Officer*

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<b>Directorate:</b>	<b>Deputy Chief Executive Department</b>
<b>Unit/Section:</b>	<b>Infrastructure</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Area facilities Officer</b>

**Purpose of the Job:**

Responsible for overseeing the daily operations and maintenance of a specified building. The post holder will be responsible for ensuring the office safety, functionality, and efficiency, while providing excellent customer service to our staff and partnership agencies.

**Main duties and responsibilities:**

- 1 Responsible for the day-to-day operational management of the office and operational function of the building ensuring the building runs smoothly, including the contractual interface. Supervise, motivate, and develop staff for directly delivered services i.e., reception, mailroom operatives, security ensuring a high level of customer services for all users.
2. Oversee the interface of contracted services in a building ensuring all the reactive and scheduled works are completed in timely manner to an appropriate standard.
3. Serve as primary point of contact for staff, stakeholders and partnership agencies utilising the building by organising regular Building Users Groups in collaboration with the Stakeholder Engagement team within FM. Responsible for delivering resolution of issues and/or queries, taking appropriate actions and ensuring issues are dealt with effectively and in a timely professional manner.
4. Develop and implement relevant strategies and solutions within the overall delivery framework along with actions to mitigate against risks to ensure successful and effective operational delivery, including Health and Safety for the buildings.
5. Responsible for completing risk assessments and audits as required to support the overall performance of the contracts and self-delivered services in a building. Prepare relevant information from the audits and provide these to the Area Facilities Officer to ensure the building is compliant with property & H&S legislation.
6. Develop and implement plans to reduce operating costs in the building and increase external income as appropriate.

7. Manage all aspects of fire safety within the premises, ensuring KCC procedures are followed for safe evacuation of staff and visitors from office estate.
8. Ensure first aid kits are available within the specified building and they are within date and stocked at all times.
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. Maintain key documentation to support the operation of the premises to ensure clear and auditable records are kept.
11. 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.

## Kent County Council

### Person Specification: *Building 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>	<ul style="list-style-type: none"> <li>Level 3 qualification in a building related field or equivalent and/or suitable building industry qualification commensurate with the post and/or significant experience in a property related environment</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience in building management, property management, or a similar role</li> <li>Experience of Team supervision</li> <li>Experience of partnership working within a public sector setting at different levels</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent organisational with the ability to prioritise and work to a range of timescales</li> <li>Excellent interpersonal and communication skills both oral and written.</li> <li>Able to solve problems and escalate when required</li> <li>Utilising different IT apps</li> <li>Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Understanding of H&amp;S requirements</li> <li>Awareness of relevant procurement requirements</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> <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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