

Kent County Council

Job Description: Directorate FM Officer

Directorate:	Deputy Chief Executive Department
Unit/Section:	Infrastructure
Grade:	KR9
Responsible to:	FM Stakeholder Engagement Manager

Purpose of the Job:

The post will support the delivery of the Facilities Management Services across the Corporate and School managed estate. The post will be responsible for embedding all aspects of the Facilities Management stakeholder relationships within a specified directorate including driving customer excellence, decision making, resourcing, delivery of business plan targets, quality assurance (including data and data use), and continuous improvement and reporting to the FM Stakeholder Engagement Manager. The post holder will take responsibility for engaging and communicating with customers and stakeholders within the specified directorate at all levels ensuring that directorate stakeholders are able to influence decision making with the FM function to support and benefit service delivery.

Main duties and responsibilities:

1. Work collaboratively with both customers and the FM team to provide effective delivery of commissioned services including contract clarifications i.e., Escalation, quotations and project work to support the customer in sustaining adequate service delivery.
2. Deliver the FM customer stakeholder engagement plan / strategy providing a planned proactive approach to engagement with customers using various methods/platforms of communication to ensure that they are able to influence decision making within the FM service provision.
3. Identify key themes through effective audit and stakeholder engagement. Providing written reports as required to senior managers to support the management of contracts. Identifying areas for continuous improvement.
4. Proactively communicate with the designated directorate contacts, to build and maintain professional working relationships and be the main point of contact for those services, outside of the normal helpdesk functions acting as an escalation process for urgent issue when required.
5. Represent the business internally and Kent County Council externally at meetings, communicating key messages to stakeholders as necessary in connection with this role or as instructed by the FM Stakeholder Engagement Manager seeking resolutions in a timely way.7. To establish clear and efficient communication routes with all customers, ensuring expectations are managed and that all service-related issues follow the agreed procedures to guarantee that timely solutions are found.

6. Clearly disseminate contractual information / changes to customers using various communication methods, having a clear understanding of the wider impact of service changes and communicating advance knowledge of these to key stakeholders.
7. 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.
8. 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: *Directorate FM Officer*

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 4 qualification or considerable experience in facilities management. • Property or contract management related qualifications or appropriate experience.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of operational facilities Management and associated contract management • Client or Service provider experience • Experience of multiagency working, such as mixed-use buildings • Experience of a one team approach and working collaboratively within a wider team • experience of partnership working within a public sector or other relevant settings at different levels.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Attention to detail and ability to multi-task • Excellent Customer Service Skills • Ability to work with Senior Managers and Stakeholders • Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences. • Ability to manage own time and meet deadlines • Good level of computer literacy • Ability to work within a transforming environment with sensitivity • Able to use solution focus as an approach to problem solving seeking assistance where required • Ability to work as part of a wider team where there may be conflicting agendas • Commercial Acumen • Ability to work under pressure and adapt well to change • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability • A 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"> • Comprehensive knowledge of property and facilities management. • Strong knowledge of commissioning and performance processes. • Knowledge of risk management, customer focus, operation in an environment with political sensitivities. • Knowledge of the range of services delivered across the Directorates and understanding of differing needs. • Property Compliance and Health and Safety knowledge

<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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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