

<b>Title</b> <b>Property Support Officer- Direct Services</b>	<b>Department</b> <b>ASCH Direct Services</b>	<b>Post Ref.</b>
<b>Job Purpose</b> <ul style="list-style-type: none"> <li>• Co-ordinating the Direct Services day to day reactive maintenance and operational support aspects for all sites across the county and to maintain an effective relationship with Property and other partner organisations.</li> <li>• To liaise with Health and Safety on all matters relating to property</li> <li>• Be the main liaison with corporate teams in ensuring that all Health &amp; Safety and risk mitigation policies and processes, relating to day to day building operations are implemented throughout Direct Services</li> <li>• To work in an advisory capacity on day to day operation of buildings and building projects.</li> </ul>		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. Co-ordinate the day to day reactive maintenance process, and provide logistical support to ensure all sites remain operational to customers and partners.</li> <li>2. To be Nominated Property Officer (NPO) coordinator and provide guidance, advice and support to NPOs, Nominated Property Contacts(NPCs) and other relevant colleagues.</li> <li>3. Provide regular information updates and reports as required to NPOs and NPCs.</li> <li>4. To organise and facilitate regular property meetings with NPOs NPCs, and invite key partners to attend as necessary.</li> <li>5. To assist budget holders in the monitoring of property related spend.</li> <li>6. Advising and supporting frontline colleagues in relation to changes in policy and operational processes.</li> <li>7. Maintaining an awareness of developments and trends in service design.</li> <li>8. Representing the Group Managers and Team Managers at relevant meetings as required.</li> <li>9. Active involvement, in building projects to ensure the client's interests are protected throughout and that all contractual maintenance issues are addressed prior to handover.</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. To advise and support colleagues, ensuring that the buildings are fit for purpose and support health and safety compliance of these establishments.</li> <li>2. To support managers to ensure that correct corporate policies and procedures relating to Health &amp; safety are put into place effectively and accurately</li> <li>3. Ensure links are maintained between property services, and partner organisations including the owners of buildings in which Direct Services operate, and that they operate to agreed levels and standards.</li> <li>4. Effective monitoring and deployment of identified budgets, including Minor Works and Capital Projects and Planned Maintenance.</li> <li>5. To provide support to the regular property meetings with NPOs, and NPCs and maintain a rolling action log.</li> <li>6. To report any concerns which are likely to affect the running of operations to the relevant Group Manager in a timely manner.</li> <li>7. To maintain a list of NPOs and NPCs and site contact details</li> </ol>	

<ul style="list-style-type: none"> <li>10. Negotiating and collaborating with relevant contractors to ensure least disruption to service while meeting deadlines and achieving value for money.</li> <li>11. Collaboration with the Department's Property Team on NPO developments, strategic property matters, planned maintenance programmes, reactive maintenance issues, and special funding opportunities.</li> <li>12. To be responsible for the coordination of service contracts relating to property and service functions.</li> <li>13. To provide managers with written reports at least quarterly on the progress of property planned maintenance projects which have been initiated by the service.</li> <li>14. To interrogate reactive maintenance reports and provide analysis to NPO's on a regular basis.</li> <li>15. To report any concerns which are likely to affect the running of operations to the relevant Group Manager in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>8. To keep NPOs and NPCs updated in relation to changes to contracts relating to buildings and property.</li> </ul>
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

**Person Specification****Education and Knowledge**

1. Understanding and knowledge of the principles and practice of project and performance management.
2. Can demonstrate high level skills around negotiation, building professional relationships and working under pressure.
3. Knowledge of principles and practice of effective people management and excellent customer service.
4. Can demonstrate ability to work autonomously and as part of a team undertaking both leading and supporting roles
5. Knowledge of Health & safety legislation
6. Budget management and financial regulations

**Experience**

13. A minimum of two years' experience in facilities management within the service area or similar environment
14. Experience of managing projects and identifying positive solutions to challenging issues.
15. High levels of interpersonal skills such as, negotiation, communication and the ability to positively influence outcomes.
16. Experience of handling diverse and competing priorities within a constantly changing environment.

**Personal skills and general competencies**

7. Sets an excellent example of customer care for other staff.
8. Effectively sets direction for a team providing motivation for all to deliver high performance.
9. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
10. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness
11. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards
12. Takes an active role in managing risk, health and safety and safeguarding issues.

**Role Dimensions**

1. Co-ordinating the day to day maintenance, planned maintenance and support service to approximately buildings, ensuring all facilities remain day to day operational and are logistically supported.
2. Monitoring Budgets: Reactive and planned maintenance.

*Please attach a structure chart*

Date 04/01/2019