

JOB PROFILE

POST TITLE:	Facilities Co-Ordinator
GRADE:	E
DEPARTMENT:	Office of the Police and Crime Commissioner
RESPONSIBLE TO:	Facilities Managers
LOCATION:	Hindlip Hall, Worcester
JOB PURPOSE:	To support the Property Management Team to ensure the Estate is safe, maintained to the highest standard and in line with all relevant statutory requirements/legislation, whilst ensuring the best level of customer service through the delivery of Facilities Management services.

MAIN RESPONSIBILITIES:

1. Act as the local point of contact / liaison for external suppliers and consultants, monitor the on-site activities of contractors/ suppliers and report on repairs and maintenance activities and programmes.
2. To assist in the day to day operational running of the Estate and day to day administration and co-ordinating of contractors, suppliers and maintenance works.
3. Managing the CAFM system, monitoring jobs releasing jobs and running reports for the Facilities Managers to analyse.
4. Maintain customer contact including providing a point of contact for the facilities service; provide reactive support to facilities managed to ensure business continuity issues affecting critical operational facilities are given appropriate priority, and on occasion may be required to provide further support to other facilities officers as directed.
5. Producing minutes and action trackers and monitoring progress of works as directed by the Facilities Manager.
6. Raising of PO's and preparing back up paperwork for invoices for review by the Facilities Manager.
7. Assist the Facilities Manager in reviewing monthly payment applications in preparation for sign off by the Head of Facilities Management.

8. Identify and report building faults via the helpdesk where appropriate.	
9. Assist the Facilities Manager in chasing all remedial works from statutory maintenance visits and ensuring these are tracked and completed in a timely manner.	
10. Assist in driving the performance of the contractors, consultants and associated supply chain.	
11. Day to day administration and co-ordinating of contractors, suppliers and maintenance works.	
12. Managing and coordinating the actions arising from regular audits carried out by the Facilities Manager of the contractor's paperwork and PPM regimes.	
13. Assist in the monitoring and updating of statutory compliance tracker/PPM tracker and project tracker.	
14. Assist in the monitoring of reactive calls and proactively chasing the contractors for speedy resolutions.	
15. Assist in the management and control of the electronic filing system, including drawings, leases and contracts.	
16. Provide support to Facilities Manager on weekly, monthly/quarterly reports and performance against KPI's and SLA's, as and when required.	
17. Raise invoices, orders and receive goods and services to support the financial systems.	
18. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
Special Conditions:	None.
Security level:	Standard RV

BEHAVIOURS:

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**

- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level 1 of the CVF.

PERSON SPECIFICATION:

Knowledge:

- Associate Member of Institute of Workplace & Facilities Management (IWFM).
- NEBOSH level 3 qualification, or equivalent.
- Knowledge of Facilities Contracts and Legislation.

Experience:

- Proven experience in the delivery of facilities management services across a multi-site environment.
- Proven ability to prioritise and manage time effectively and be able to work unsupervised.

Key Skills:

- Exceptional customer focus and service skills.
- Good communications skills – both written and verbal with the ability to liaise at all levels.
- Ability to manage multiple tasks.
- Attention to detail.
- Knowledge of Microsoft office systems – including PowerPoint, Outlook, Excel and Access.
- Ability to work under pressure, to tight deadlines, maintaining confidentiality and prioritising personal tasks.
- Excellent time management and scheduling