Job Description
FM Technical Support Officer – Hard FM

Service:	Facilities Management	**Team:**	Hard FM
Location:	County Hall		
Salary range:	£29,071 - £33,119	**Grade:**	6
Reports to:	FM Technical Support Manager	**Staff responsible for:**	No

Job Purpose

Providing technical, operational and business support to the Hard FM team in delivering and fully implementing policy, best practice, and legislative requirements across a diverse portfolio of county council premises.

Accountabilities/Responsibilities

Responsibilities

- Provide practical technical, operational and business support to the Facilities Operations Managers to ensure the ongoing premises compliance for a portfolio of 140+ properties, in line with statutory requirements and corporate premises management standards.
- Provide technical, operational and business support to Operational Plant and Building Maintenance Managers to ensure ongoing compliance with standards, policies, and legislative requirements.
- Support the development and implementation of standard operating procedures, instructions, and guidance in relation compliance, health and safety, and property management and maintenance.
- Undertake risk assessments to identify risks to health and safety and demonstrate compliance with statutory requirements, developing and monitoring control measures and progressing corrective actions through to acceptable resolution.
- Undertake inspections, surveys, assessments, and audits as directed and produce detailed reports as required.
- Manage and co-ordinate multiple workflows with differing priorities to ensure the ongoing compliance and management of County Council properties.
- Collate, process and interrogate paper and electronic records, information and data from across the portfolio as part of business-as-usual activity and as part of projects to identify areas for service improvement.
- Ensure adequate records are kept with regards to incidents, near misses and accidents, property compliance and health & safety.
- Supporting the Operational Mobile Support team with reporting and addressing identified health and safety risks.
- Develop and implement action plans to address recommendations from audits, inspections, and risk assessments to ensure compliance with relevant standards, policies, and legislation relative to premises management and maintenance.

- To carry out such other duties as required or delegated by the FM Technical Support Manager, including undertaking tasks performed by lower grades and deputising for management as required.

Other

- **Equal Opportunities**
  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**
  All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**
  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**
  We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**
  We treat colleagues, customers, and partners with respect, listening to their views, empathising, and valuing their diverse needs and perspectives, to be fair, open, and honest in all that we do.

- **Collaborative**
  We listen to, engage with, learn from and work with colleagues, partners, and customers to help achieve the best outcomes for everyone.

Person Specification
FM Technical Support Officer – Hard FM

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
• Level 3 or above qualification in Facilities Management or other relevant discipline, with a minimum of 1 years' experience in a similar role. OR • Minimum of 2 years' experience working in a similar role e.g., with responsibility for a range of facilities management functions or health and safety matters • Full UK Driving Licence • IOSH Qualification or demonstrable knowledge and experience of health and safety • Good standard of literacy and numeracy, with general education in maths and English at minimum GCSE or equivalent
Experience
• Minimum of 1 years' experience within facilities management, property management or other area relevant to health and safety. • Experience of undertaking and implementing risk assessments. • Experience of working in a fast-paced environment with the ability to resolve complex issues and demonstrate good judgement. • Experience of managing multiple workflows of differing priorities. • Experience of collecting, collating and interrogating data. • Understanding of CAFM systems or other ICT based information and reporting systems.
Essential knowledge, skills & abilities
• Understanding of the legislative and obligations that attach to the provision and operation of property assets and facility services.* • Effective communication and reporting skills, both written and verbal, with the ability to influence and negotiate with stakeholders. • Proven ability to prioritise and deal with multiple issues on a regular basis. • Eye for detail in relation to data collection and record management. • An ability to use initiative to resolve issues with multiple stakeholders. • Strong collaborative approach and team ethic. • Proficiency in the use of Microsoft office applications (Excel / Word / PowerPoint / Outlook).

Other essential requirements
• Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others. • This is an essential car user post *You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive*