**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** FM Compliance Administrator | **Grade**: SO1 (£27,690 - £32,577 depending on experience) |
| **Section:** Property Services – Facilities Management | **Directorate:** Housing & Regeneration |
| **Responsible to following manager:**FM Compliance Manager | **Responsible for following staff:** NA |
| **Post Number/s**  | **Last review date:** May 2019 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Responsible for providing high-quality administration support to the FM Compliance Manager and FM Building Services management team ensuring that planned preventative maintenance and statutory compliance status is consistently high across all SSA sites.

Responsible for producing agendas and documenting (taking minutes) for minimum quarterly performance review meetings with key contractors to ensure that PPM and Reactive Maintenance delivery is performing to the highest standards at all times.

Administer the FM Compliance in box and work closely with the FM Performance CAFM team to ensure that the direct and indirect workforce understand process and are using the in box correctly.

**Specific Duties and Responsibilities**

1. Through proactive document and data management ensure that statutory and mandatory compliance percentages are maintained above 80% at all times.
2. Daily management of the FM Compliance email in-box to ensure that documents are compliant and uploaded to Concerto as quickly as possible.
3. Daily communication by telephone and email with contractors to ensure that any Remedial Works identified from PPM visits are quickly converted into quotes received in the FM Compliance inbox and processed to the FM Building Services management for approval.
4. Daily use the Concerto CAFM system. Work closely with FM Building Services Administrator to ensure that PPM works are notified to the contractors quarterly in advance.
5. Work with the FM Building Services Team to ensure that all asset data held in Concerto is regularly reviewed, accurate and that the PPM regime for each asset is CIBSE Guide M compliant and aligned to SFG20 best practice.
6. Arrange, minimum quarterly performance review meetings with key contractors including coordinating calendars, issuing meeting agendas, taking and distributing meeting minutes.
7. Arrange Concerto CAFM training and refresher training for key contractor and contractor administrators.
8. Develop strong relationships with contractors and contractor administrators to ensure a collaborative and transparent relationship. Identify and escalate any under-performance by key contractor management to the FM Statutory Compliance Manager.
9. Work closely with the CAFM Team to ensure that the Concerto CAFM system is accurate in relation to sites and assets in scope for Council provided FM service(s).
10. Work closely with the FM Statutory Compliance Manager to develop and maintain schedules of statutory compliance status for schools, libraries (GLL), Enable, Places for People and other third parties where they have a responsibility for ensuring and evidencing statutory compliance to the Council.
11. Responsible for the production of statutory compliance management information reporting using Concerto and Microsoft Office.
12. Proactively monitor the annual PPM Plan and statutory compliance status to identify and escalate any gaps or delays in PPM works being completed and/or certification being issued.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

The role requires a proactive and organised approach to managing a consistently heavy workload.

**Team Structure**



**Person Specification**

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| **Section:** Property Services – Facilities Management | **Directorate:** Housing & Regeneration |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes
* A ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by** **A &** I**/ T/ C**  |
| **Knowledge**  |
| Knowledge of CIBSE Guide M, SFG20 and building maintenance statutory compliance  | A & I |
| Knowledge of the Council’s property portfolio and the operational demands of the Council services occupying the properties | A & I |
| Understanding of the FM Service Delivery model  | A & I |
| **Experience**  |
| Experience of working in local authority Facilities Management  | A & I |
| Experience of developing positive relationships with technical supply chain partners and contractors | A & I |
| **Skills**  |
|  Proficient IT skills, including Microsoft Office Word, Excel, PowerPoint.  |  A & I |
|  Experience of using Concerto CAFM system |  A & I |
|  Ability to organise and prioritise own workload |  A & I |
| Good verbal and written skills including Report Writing  | A & I |
| Able to communicate effectively with building users and contractors | A & I |
| **Qualifications**  |
| GCSE O Levels or equivalent |  A, I & C |

**A = Application form, I = Interview, T = Test, C = Certificate**