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## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> FM Performance Officer	<b>Grade:</b> S01
<b>Section:</b> Property Services - FM Performance	<b>Directorate:</b> Housing & Regeneration
<b>Responsible to following manager:</b> FM Performance Team Leader	<b>Responsible for following staff:</b> 0
<b>Post Number/s:</b> X4	<b>Last Review date:</b> August 2022

#### 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:

Performance management support and management reporting of FM service delivery.

Provides administration, helpdesk and financial support to FM service delivery including FM Operations and FM Building Services

Monitoring and reporting of FM performance and customer satisfaction against operational and financial Key Performance Indicators.



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### **Specific Duties and Responsibilities**

1. To provide administration and budget management support to FM Operations and FM Building Services Teams.
2. Working closely with FM Helpdesk and FM Team(s) to monitor FM service delivery performance and ensure high standards of quality, customer service and customer satisfaction.
3. Create variations to Convert Helpdesk Reactive tasks to Purchase Orders and issue of same to Integrated contractors and supply chain partners.
4. Reconcile contractor and supply chain partner invoices for good and services against original HD and PO reference. Update Concerto CAFM system.
5. Provide a full business support functionality, including but not limited to procurement tenders, quotes, processing documents and letters, procuring consultants and contractors from Construction Line, working on procurement portal Delta, downloading tender returns etc.
6. Use of Capita Integra finance system and Concerto CAFM system for raising all planned preventative maintenance , remedials and reactive orders as required
7. Assist in preparation of management information and forecasting of FM operational and capital programme expenditure against budget.
8. Ensure that integrated contractor and supply chain partner invoices are processed for payment within agreed payment terms to avoid potential disruption to FM service delivery and maintain positive, collaborative working relationship(s).
9. Monthly management information reporting of FM operations service delivery and financial performance against KPIs and budget.
10. Monitoring and management information reporting of accolades and complaints.
11. Coordinate complaints and issue resolution to FM service delivery management.
12. Ensure that the FM service delivery performance to both Councils is to the same high standards as agreed annually by the Executives of both Councils.
13. To provide ad hoc management information reporting as required by the HOFM and FM Performance & Service Quality Manager.
14. To ensure that SSA Procurement Guidelines are followed at all times in the procurement of goods / services required in the delivery of FM services.



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15. To promote and develop collaborative working relations with integrated contractor and supply chain partners, being the first point of contact for late payment enquiries, overdue statement of accounts, and any financial enquiries from stakeholders and service providers.
16. Supporting the FM Performance & Service Quality Manager in the identification of opportunities for innovation and continuous improvement.
17. Assist in setting up new suppliers on councils Integra system ensuring all required criteria are met.
18. Support the FM helpdesk team function in all their daily duties & operational functions as required.
19. Conduct daily contractor service reviews using data from the CAFM system, managing assigned SLA's.
20. Procurement Tenders and Quotes - this includes producing tender documents and letters, procuring consultants and contractors from Construction Line, up-loading tender Documents on the Delta Portal and downloading tender returns from the portal once completed and opening tenders.
21. Training FM and partner services staff on procurement processes.
22. New supplier requests – Setting up new suppliers on Council's Integra payment system, collating financial details, reasons for set up, quoted works paper trail and procurement information
23. Support the management team in conducting and processing audits to ensure a high quality of service across all FM service streams.
24. Display Energy Certificates (DEC) – Raising invoices for Schools across both Boroughs for DEC carried out
25. Raise PO for Capital Projects & making interim and final payments on request for partner services, as well as raising API for emergency payment requests from partner services
26. Creating new instructions for VAMS in house contract with Home Ownership and Housing department. Creating quarterly reports for Internal charging.
27. Raising API for Council leased properties, paying service charges, insurance orders for VAMS & Avison Young.



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### **Generic Duties and Responsibilities**

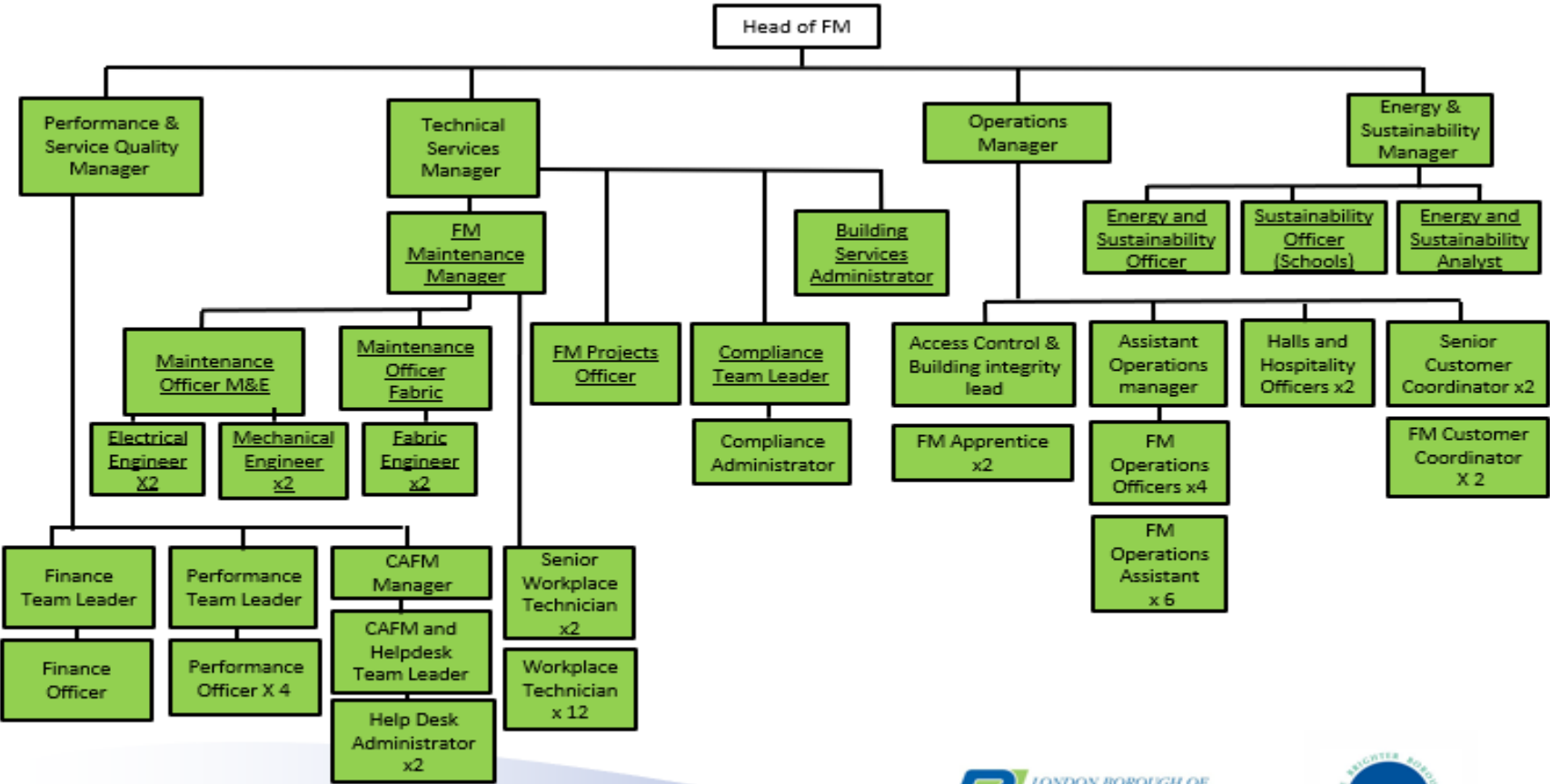
- To contribute to the continuous improvement of the FM services in the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as 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**

#### **Manages**

N/A

FM Team Structure





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## Person Specification

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<b>Post Number/s:</b> X4	<b>Last Review date: August 2022</b>

### 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
<b>Knowledge</b>	
Detailed knowledge of SSA finance systems and Procurement Guidelines.	A & I
Detailed working knowledge of Concerto CAFM system	A & I
Extensive knowledge of the Council's property portfolio,	A & I
Knowledge of the property and facilities management industries.	A & I
<b>Experience</b>	
Budget management and reporting	A & I
KPI monitoring and reporting	A & I
Contractor invoice processing	A & I
Working with finance and CAFM systems	A & I
Managing complex workloads to meet tight deadlines.	A & I
<b>Skills</b>	
Numerate with an eye for detail	A & I
Excellent IT skills including as a minimum Intermediate Excel	A & I
Good oral, written and presentational skills	A & I
<b>Qualifications</b>	
GCSE level education; or vocational qualifications	A & I

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