

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number: 04137
Service Area: Corporate Property	Grade: G9
Job Title: CAFM (Computer Aided Facilities Management) System Administrator	

Reports to: Senior Facilities Manager

PURPOSE OF JOB:

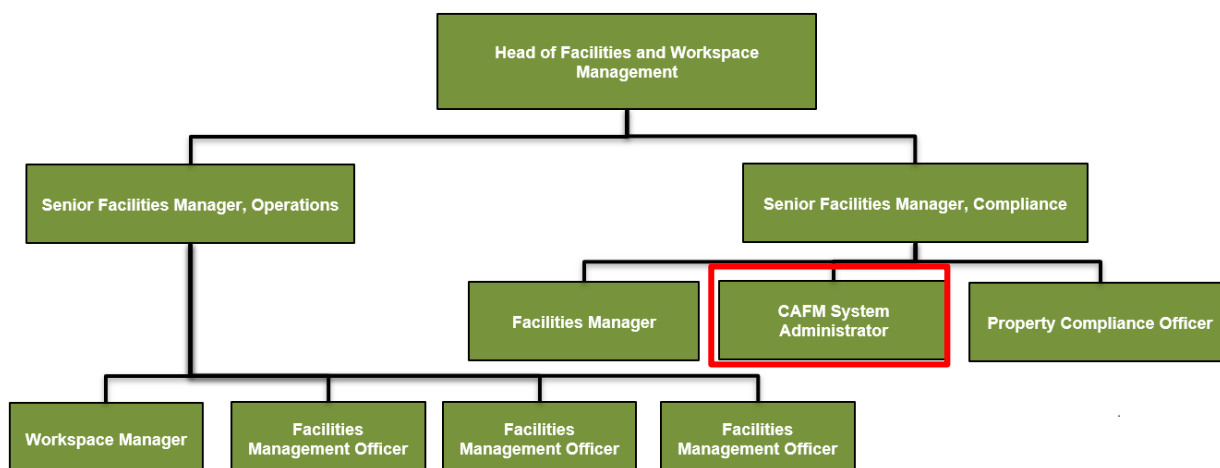
As a member of the FM team acting cross-functionally within the Corporate Property function to administer the Council's CAFM system.

Administer, manage and develop the Corporate Property CAFM system ensuring security and resilience of the data.

Act as principal administrator of the Councils CAFM System to ensure that the system remains up to date, robust and is subject to continuous improvement activities to drive best value from the system which will be used to retain property related records including compliance documentation, scheduled maintenance activities, reactive maintenance activities.

The holder of this role will continuously monitor and manage the CAFM system within the organisation. You will be the sole administrator and administer any requests from internal and external stakeholders following the agreed process.

TEAM STRUCTURE [proposed]:



MAIN DUTIES:

1	Manage new and existing users within the system. Including account res-sets, blocking and changing user's access.
2	Management of back off functions within CAFM system and make changes to the system when required or requested.

3	Act as the primary point of contact for CAFM-related queries and troubleshooting. Liaise with software vendors and IT teams to resolve system issues or implement upgrades.
4	Design training guides, manuals, process maps & SOPS (Standard Operating Procedures) from current set up and manage these annually to ensure they are up to date. Provide training courses and materials for internal and external stakeholders on use of the system.
5	Act as the primary point of contact for CAFM-related queries and troubleshooting. Liaise with software vendors and IT teams to resolve system issues or implement upgrades.
6	Chair continuous improvement boards, collaborate with colleagues and contractors to bring continuous improvement and efficiency to the system and operations.
7	Attend relevant board meetings and seek approval for development changes. Oversee the design, development, testing and implementing of CAFM system changes
8	Functional Management of the CAFM System to include but not limited to; <ul style="list-style-type: none"> • Setting up and amending Projects on the CAFM system. • Manage email templates for notifications produced by CAFM system. • General administration of the CAFM system to ensure all documentation is accessible and stored consistently including setting up projects and filing of information within project module. • Data management and reporting aligned with statutory obligations • Attending all meetings relating to the CAFM system. • Be the key contact for the Council between the CAFM system provider. • Maintain the Council's Affected Property List • Administer CAFM system changes and developments. • Manage governance around CAFM system reporting functions. • Alignment and compliance with Council accounting codes of practice. • Liaise with Service Provider Digital Analyst on data requirements. • Document management within CAFM system including the document library. • Manage new and existing users within the system. Including account res-sets, blocking and changing user's access. • Management of back office functions within CAFM system and make changes to the system when requested. • System management in accordance with GDPR legislation and Council policy • Managing security profile/user master list • Leading on system outage resolutions in collaboration with the provider
9	Support with responding to FOIs which require information required from CAFM system.
10	As part of system development, write business cases to be approved by the Council and if approved, manage these through implementation and into use, including providing training for users on new features.
11	Maintain knowledge of good practice and keep abreast of any changes in UK legislation and industry standards to continuously improve compliance processes.
12	Be the key contact for the Council between the CAFM system provider.

PERSON SPECIFICATION			
Requirements	Where identified*	Essential	Desirable
An good understanding and proven experience of administering and developing CAFM Systems including industry good practice and statutory requirements.	A	X	
Previous experience of operating within a Property/Facilities Management environment +5 years	A	X	
Ability to identify and develop innovative ideas and solutions for everyday work problems that contribute to on-going continuous improvement and add value to the customer experience.	A/I	X	
Excellent interpersonal skills with the ability to communicate effectively both orally and in writing with customers, service/building users, colleagues, contracted providers and other professionals.	I/A	X	
Advanced knowledge and level of skills in a range of IT packages within a Windows operating environment including Microsoft Excel, Word and PowerPoint.	I/A	X	
Must have a sound knowledge and understanding of GDPR	I/A	X	
Managing and developing of CAFM database and associated performance and MI reporting.	I/A	X	
Negotiation and advanced influencing skills	I		X
Ability to produce and maintain detailed documentation of operational processes including the delivery of user training. Experience of presenting to and/or training a wide range of audiences	I/A		X

Knowledge of SQL and database management systems	A/I		X
Project Management Skills and experience in configuring and development a Corporate Property CAFM systems	A/I		X
*A = Application form T = Test/Assessment I = Interview P = Presentation			
GENERAL The post holder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness. The post holder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies. Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.			