

JOB DESCRIPTION & PERSON SPECIFICATION							
Director Area: Resources	Job Ref Number: 04390						
Service Area: Corporate Property	Grade: G6						
Job Title: Facilities Management Assistant							
<p>PURPOSE OF JOB:</p> <p>To support the Senior Facilities Manager – Compliance to deliver compliance and property service functions within Facilities Management, ensuring statutory responsibilities are met and services are delivered efficiently.</p>							
<p>STRUCTURE CHART:</p> <pre> graph TD H[Head of Facilities and Workspace Management] --> SO[Senior Facilities Manager, Operations] H --> SC[Senior Facilities Manager, Compliance] SO --> WM[Workspace Manager] SO --> FMO1[Facilities Management Officer] SO --> FMO2[Facilities Management Officer] SO --> FMO3[Facilities Management Officer] SC --> PCO[Property Compliance Officer] SC --> CSA[CAFM System Administrator] SC --> PPO[Property Protection Officer] PCO --> FMA[Facilities Management Assistant (Vacant)] </pre>							
<p>MAIN DUTIES:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; padding: 5px;">1.</td> <td style="padding: 5px;">Be responsible for the administration of the LCC managed tenant occupied sites, including, but not limited to, the Gypsy and Travellers (G&T) sites. This could include all correspondence related to Agreements, rent reviews, utility price changes, non-receipt of payments and issues occurring.</td> </tr> <tr> <td style="padding: 5px;">2.</td> <td style="padding: 5px;">Be responsible for the administration of written correspondence with tenants and contractors on behalf of LCC, to support management of sites managed and maintained by the local authority.</td> </tr> <tr> <td style="padding: 5px;">3.</td> <td style="padding: 5px;">To undertake the validation of collection sheets received from Contractors, including identification and resolution of matters arising. To maintain a record of the information</td> </tr> </table>		1.	Be responsible for the administration of the LCC managed tenant occupied sites, including, but not limited to, the Gypsy and Travellers (G&T) sites. This could include all correspondence related to Agreements, rent reviews, utility price changes, non-receipt of payments and issues occurring.	2.	Be responsible for the administration of written correspondence with tenants and contractors on behalf of LCC, to support management of sites managed and maintained by the local authority.	3.	To undertake the validation of collection sheets received from Contractors, including identification and resolution of matters arising. To maintain a record of the information
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	provided on Microsoft software packages or similar to enable identification of income received and income outstanding.
4.	To undertake the validation of DWP and LA statements against forecast income amounts. To liaise with the DWP and Local Authorities in the resolutions of matters arising including, for example, the establishment of new payments and the resolution of non-receipt of payments expected.
5.	To be responsible for the collation & presentation of data required for legal support services either as requested by the legally appointed team or by LCC Corporate Property service.
6.	Assist in the administration of FM Compliance, including the collection and issue of data & reports as requested by the Senior FM – Compliance. This may involve the collation of complex management information to support decision making, creating surveys, and analysing data.
7.	To be responsible for monitoring responses to monthly, quarterly & annual compliance checks from Responsible persons and highlight any areas of concern.
8.	To work collaboratively with members of Corporate Property and Facilities Management in the upkeep of their health, safety, quality and compliance procedures.
9.	Responsible for administration of communication relating to Compliance to wider organisation as required. This could involve the compilation of text and images in a format suitable for the message being communicated and the end user receiving the communication.
10.	To co-ordinate the Facilities Management team in the administration of their procedures and risk registers, ensuring regular reviews are undertaken in the timescales agreed and changes documented correctly.
11.	To be responsible for the upkeep of the Facilities Management team skills and training matrix, to enable decisions to be made on training requirements and forecasting of annual training budget requirements. This will support the council in meeting its statutory obligations, align with the LCC People Strategy requirements and support employees in maintaining their Continued Professional development (CPD).
12.	Maintain records on utilities management, including processing of new agreements for service provision.
13.	Contribute to the development and implementation of a communication plan to raise awareness of energy management and sustainability initiatives.
14.	To act as liaison between the Corporate Property Facilities Management and Estates teams, and their Contractors.
15.	To occasionally support Facilities Management in the contract administration of the Property Services Contract. This could include reviewing the content of the monthly application for payment, R&M programme support and SEMS provision co-ordination.
16.	To contribute to the administration of the Facilities Management team share-point page, including overseeing document control and naming conventions to match best practice.

17.	Co-ordinate responses to Freedom of Information and Subject Access Requests received by the Corporate Property team including gathering relevant data and drafting a response accordingly.
18.	Attend meetings related to the above duties and be responsible for the administration of resulting action logs. This may also include booking rooms, sending invitations to attendees, circulating action logs and requesting responses within the agreed timescales.
19.	To be able to work autonomously, apply creativity & problem-solving skills and Council knowledge on a daily basis to deliver outcomes for the Corporate property team.

PERSON SPECIFICATION			
Requirements	Where identified*	Essential	Desirable
Strong Organisation and Administration Skills.	A/I	X	
Proficient in the use of standard IT systems – Microsoft, SharePoint & Teams – to enter, amend or extract information.	A/I	X	
Strong customer service skills, developing and nurturing professional relationships, adapting the environment.	A/I	X	
Accurate records management.	A/I	X	
Experience working in or with Facilities Management – operational delivery &/or compliance.	A/I	X	
An Understanding of Local Authority governance.	A		X
IWFM Qualified (or working towards) or relevant Qualifications.	A		X
Experience working with CAFM/IWMS systems.	A/I		X
A working knowledge of the Housing sector and management of tenants.	A/I		X
Experience of energy management including delivering communication campaigns for energy awareness or similar.	A/I		X
An understanding of financial & budget management.	A/I		X

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder 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.

The postholder 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.