

Job Description



Job Title: Contract Support Officer	Service Area: Property	
Directorate: Resources	Post Number: Fusion	Evaluation Number: 5758
Grade: PO1	Date last updated: 15/03/2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

- The Project Support Officer will assist the Hard FM Group Manager to ensure the Council's corporate estate of operational buildings are managed and that they are safe for occupiers and visitors, minimise any adverse impacts on the environment through their use of energy, and are maintained in a financially efficient manner.
- The post holder will assist the Hard FM Group Manager to deliver Hard FM services through the Council's contracted suppliers, statutory compliance relating the operation of buildings, ensuring planned maintenance programmes (for building services and built fabric) are prepared, budgeted, monitored and actioned, and that FM risks are understood and managed.

- The post holder will have responsibility for reporting compliance and performance against targets, and making recommendations for service improvements as the Council's Hard FM Group Manager.

Job Summary

- The post holder will provide technical administrative support across a range of projects.
- The post holder will assist with the delivery of the Service's capital, compliance and maintenance programmes across the corporate entire estate as directed by the Hard FM Group Manager.
- The post holder will support the Hard FM Group Manager and other team members in all aspects of ensuring building compliance across the corporate estate as well as the delivery of the Capital, compliance and Maintenance programmes

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- Assist in formulating and updating of the Service's AMP database
- Ensure that all corporate buildings have up to date fire risk assessments, building condition surveys and asset management plans and access to information to allow them to manage their buildings and assets compliantly and safely
- Support the Hard FM Group Manager and other team members across all the various areas of work
- Monitor the Landlord's consent process.
- Ensure engagement with all corporate buildings throughout the Borough to identify their needs and assist accordingly.
- Support team in ensuring all invoices are processed and paid
- Source information as required in the response to FOI Freedom of Information Requests
- Work with the project team, set up regular meetings, participate in meeting agreed deadlines and track the progress of other team members meeting deadlines. Ensure progress reports on the projects and compliance are provided by the Technical team by agreed timescales and circulated appropriately. Attend site meetings as required provide accurate notes and liaise with team members as necessary.
- Help collate tender documentation and as part of procurement process. Help administer Capital E procurement system.
- Manage team electronic databases to ensure building compliance and update project management tool database as required.
- Prepare and submit returns to external agencies
- Provide and co-ordinate information to assist in the formulation of programmes of capital works to corporate buildings and other premises for the preparation of capital bids

- Assist in the preparation for the transfer of assets for corporate buildings.
- Assist with the management of a range of premises compliance matters relating to health and safety e.g. water inspection and treatment programmes etc.
- Liaise with all internal staff, clients and external clients/customers involved in any process of job.
- Contribute to the process of continual improvement as demonstrated by monitoring performance and ensuring the highest standard of service provision is achieved.
- Assist in the preparation in budget management information for the Hard FM and Compliance Team.
- Assist in managing the Council's relationship and contracts with key FM suppliers, including monitoring and reporting against performance expectations.
- Ensure that accurate and up to date records are maintained to manage building and asset-related data including compliance status and actions, condition, cyclical maintenance plans and energy performance.
- Assist in the management of internal processes and data to develop a consistent and robust approach to providing assurance relating to asset performance and compliance.
- To assist in ensuring that planned and reactive maintenance is carried out to ensure full legislative compliance and that compliance data is accurately recorded and reported.
- Ensure compliant and robust hard FM services are delivered for all buildings within its scope.
- Ensure appropriate measures, data and reporting processes are in place for demonstrating compliance with regulatory/statutory requirements as they relate to buildings/assets including (but limited to) access, fire safety and asbestos.
- Assist in managing an effective planned maintenance regime for built assets, founded upon accurate condition data, to ensure the appropriate and cost effective maintenance of buildings and plant.
- Ensure processes are in place and adhered to in connection with the collection compliance and management of information and data relating to energy performance and efficiency.
- Produce and keep up to date information and guidance relating to all corporate buildings including the compliance, fire risk, stock condition and premises Manuals, and ensure the Service's asset register database is regularly updated and made available as appropriate.
- Review the Compliance Guide in relation to the day-to-day compliance inside the Council's buildings.
- Update and maintain the Compliance Live Tracker, including tracking budget spend for planned and reactive. Ensure that the excel formula is correct and maintained.
- Update and maintain CIVICA for storage of certificates, including setting future planned service inspections, running compliance reports.
- Manage and update Fusion, ensuring Purchase Orders are issued in a timely and using the specific budget codes.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: <ol style="list-style-type: none"> 1. Microsoft systems, including (not limited to) MS Teams, MS Excel including formulas and how to calculate, MS Word. 2. CIVICA / formerly Technology Forge. 3. Fusion. 4. Updating and maintaining excel data bases to track contractor's progress for service inspections. 5. Ability to analyse and resolve technical problems, efficiently and within timescales. 6. Ability to communicate effectively and manage workloads effectively whilst working under pressure. 7. Multi-task and maintain high level of attention to detail. 	Application and Interview

<ol style="list-style-type: none"> 8. Experience of finances and budgets within a Property portfolio. 9. Ability to calculate re-charges for tenants and keep effective records. 10. Commitment to promote quality in all aspects of service delivery. 	
<p>SKILLS AND ABILITIES:</p> <p>EXPERIENCE:</p> <ol style="list-style-type: none"> 1. Updating and maintaining data base. 2. Liaising with contractors for statutory certificates and then transferring to Civica and MS Teams. 3. Attending contract review meetings and minute taking. 4. Budgets and tracking costs. 5. Schedule of rates, to compare with contractor quotations. 6. Supporting contractors, internal Council Staff and Tenants inside the Corporate Landlord Buildings. 7. Implementing and reviewing RAMS – risk and method statements of the contractors. 8. Maintaining and the updating of the Asbestos register. 9. Ensuring that the Organisation meets their statutory requirements across the Property portfolio, reporting monthly using Civica and the Live Tracker tools. 10. Proven contract management and compliance skills. 11. Ability to plan and prioritise work load is essential. 12. Previous experience of working for a Local Authority. 	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

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